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**Report on Patients' Experiences  
55th Medical Group - Offutt Air Force Base  
Adult Inpatient Survey**

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Patients discharged: July 3, 2001 - September 30, 2001

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## 55th Medical Group - Offutt Air Force Base

### Executive Summary - Adult Inpatient Survey

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#### METHODOLOGY:

This report summarizes an Adult Inpatient Survey of 55th Medical Group - Offutt Air Force Base (OAFB) patients discharged between July 3, 2001 and September 30, 2001. This report compares the results of the survey for 55th Medical Group - Offutt Air Force Base to the results of Military Health System as well as to the results from other surveys Picker has conducted.

This report is designed to identify key opportunities for improving patients' experiences. Patient responses are summarized as problem scores. Responses that indicate a negative experience are labeled as problem scores. In general, somewhat negative responses are also included as problems in these scores. For example, a patient response of "Yes – sometimes" to the question "Did you have confidence and trust in the doctors treating you?" is included as a problem. Dimension-level scores summarize responses to several questions.

#### SUMMARY FINDINGS:

<b>Overall Satisfaction</b>	MHS Overall	OAFB Overall	OAFB Medicine	OAFB Surgery	OAFB Childbirth
Overall Rating (Percent Excellent)	45.5%	52.1%	44.4%	51.5%	58.3%
Would definitely recommend	59.6%	61.5%	59.3%	54.5%	69.4%

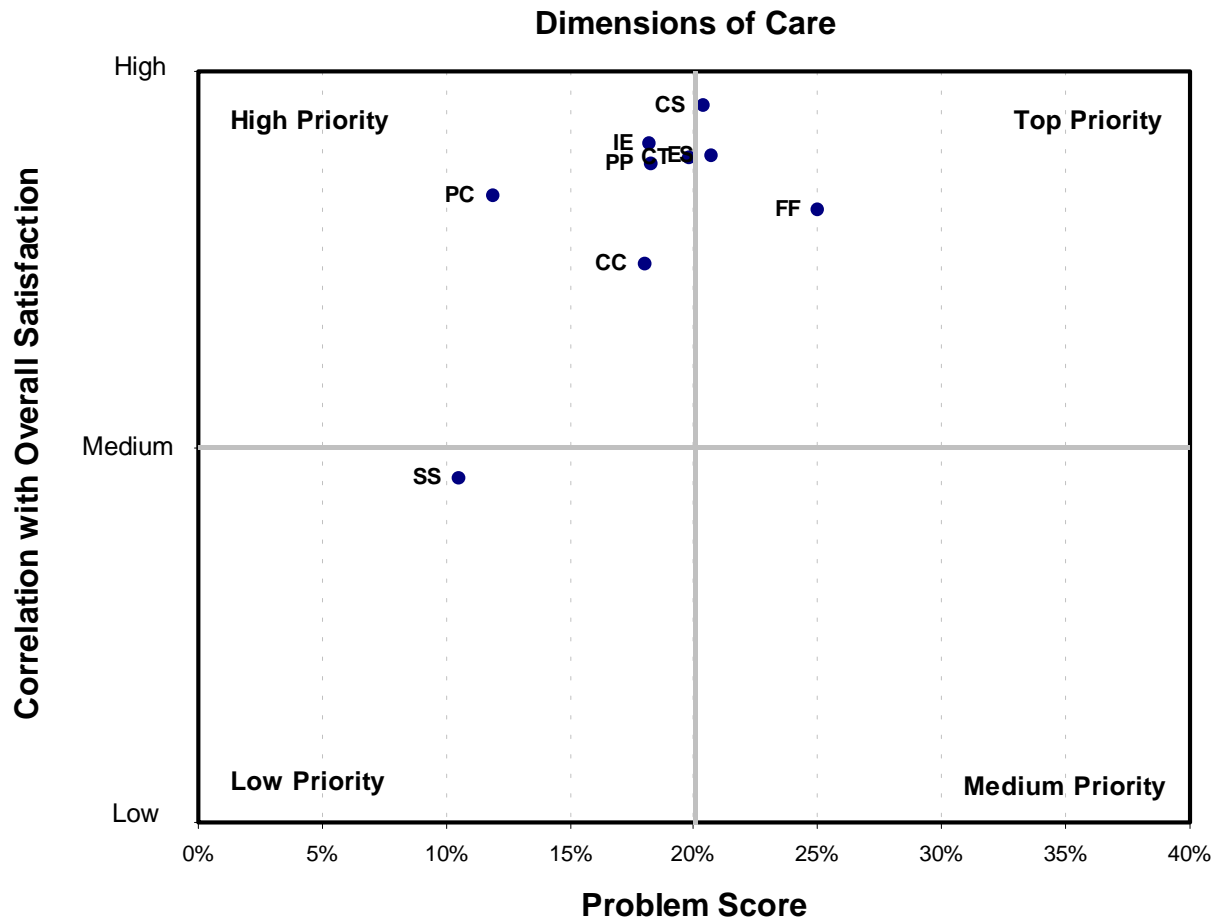
  

<b>Dimensions</b>	MHS Overall	OAFB Overall	OAFB Medicine	OAFB Surgery	OAFB Childbirth
All Dimensions Combined	20.5%	18.8%	23.2%	14.8%	19.1%
Respect for Patient Preferences	21.5%	18.2%	22.2%	14.4%	18.8%
Coordination of Care	20.7%	18.0%	22.3%	12.3% *	20.0%
Information and Education	21.7%	18.2%	20.9%	13.0%	20.8%
Physical Comfort	10.4%	11.9%	14.1%	12.1%	10.0%
Emotional Support	24.2%	20.7%	24.1%	19.2%	19.4%
Involvement of Family and Friends	21.3%	25.0%	27.2%	21.2%	26.9%
Continuity and Transition	23.3%	19.8%	31.5%	13.6%	16.7%
Surgery-Specific	15.1%	10.5%		10.5%	
Childbirth-Specific	28.1%	20.4%			20.4%

\* Statistically significantly different from MHS Overall Average

# 55th Medical Group - Offutt Air Force Base

## Executive Summary - Adult Inpatient Survey



PP = Respect for Patient Preferences  
 CC = Coordination of Care  
 IE = Information and Education  
 PC = Physical Comfort  
 ES = Emotional Support  
 FF = Involvement of Family and Friends  
 CT = Continuity and Transition  
 SS = Surgery-Specific  
 CS = Childbirth-Specific

Top Priority: score  $\geq 20\%$  and corr.  $\geq 0.4$   
 High Priority: score  $< 20\%$  and corr.  $\geq 0.4$   
 Medium Priority: score  $\geq 20\%$  and corr.  $< 0.4$   
 Low Priority: score  $< 20\%$  and corr.  $< 0.4$

Patients discharged: July 3, 2001 - September 30, 2001

## 55th Medical Group - Offutt Air Force Base

### Adult Inpatient Survey - Key Strengths

	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION
<b><i>Respect for Patient Preferences</i></b>			
Q18/15. Did nurses talk in front of you as if you weren't there?	8.3%	96	0.265
<b><i>Information and Education</i></b>			
* Q6/3. If you had to wait to go to your room, did someone from the hospital explain the reason for the delay?	6.3%	96	0.503
<b><i>Physical Comfort</i></b>			
Q27/24. How many minutes after you used the call button did it usually take before you got the help you needed?	3.1%	96	0.283
<b><i>Emotional Support</i></b>			
Q49/48. Did you get as much help as you wanted from someone on the hospital staff in figuring out how to pay your hospital bill?	8.3%	96	0.262
<b><i>Surgery-Specific</i></b>			
Q39/-. Did the surgeon explain the risks and benefits of the surgery in a way you could understand?	3.2%	31	
Q40/-. Did the surgeon or any of your other doctors answer your questions about the surgery in a way you could understand?	6.5%	31	-0.131
Q42/-. Were the results of the surgery explained in a way you could understand?	3.2%	31	-0.131
<b><i>Childbirth-Specific</i></b>			
* Q-/30. Did your doctor or midwife discuss your options for pain control during the labor and delivery with you?	8.3%	36	0.557

Patients discharged: July 2001 - September 2001

\* Highly Correlated (corr.  $\geq 0.4$ ) with Overall Satisfaction

The Picker Institute recognizes problem scores of 10% or lower as Key Strengths.

## 55th Medical Group - Offutt Air Force Base

### Adult Inpatient Survey - Key Strengths

	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION
<b>Overall Impression</b>			
Q7/4. How would you rate the courtesy of the staff who admitted you?	2.1%	96	0.362
* Q13/10. How would you rate the courtesy of your doctors?	6.3%	96	0.642
* Q14/11. How would you rate the availability of your doctors?	9.4%	96	0.628
Q19/16. How would you rate the courtesy of your nurses?	4.2%	96	0.381
* Q20/17. How would you rate the availability of your nurses?	8.3%	96	0.525
* Q50/49. How would you rate how well the doctors and nurses worked together?	6.3%	96	0.532
Q51/50. Overall, how would you rate the care you received at the hospital?	5.2%	96	--

Patients discharged: July 2001 - September 2001

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The Picker Institute recognizes problem scores of 10% or lower as Key Strengths.

## 55th Medical Group - Offutt Air Force Base

### Adult Inpatient Survey - Areas for Improvement

	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION
<b><i>Dimensions</i></b>			
* Emotional Support	20.7%	96	0.711
* Involvement of Family and Friends	25.0%	96	0.652
* Childbirth-Specific	20.4%	36	0.764
<b><i>Respect for Patient Preferences</i></b>			
* Q22/19. Did you have enough say about your treatment?	35.4%	96	0.531
<b><i>Coordination of Care</i></b>			
* Q21/18. Sometimes in the hospital, one doctor or nurse will say one thing and another will say something quite different. Did this happen to you?	22.9%	96	0.477
Q29/26. Were your scheduled tests and procedures performed on time?	20.8%	96	0.281
<b><i>Information and Education</i></b>			
* Q9/6. When you had important questions to ask a doctor, did you get answers you could understand?	25.0%	96	0.558
* Q15/12. When you had important questions to ask a nurse, did you get answers you could understand?	22.9%	96	0.449
<b><i>Emotional Support</i></b>			
* Q10/7. If you had any anxieties or fears about your condition or treatment, did a doctor discuss them with you?	20.8%	96	0.477
Q16/13. If you had any anxieties or fears about your condition or treatment, did a nurse discuss them with you?	22.9%	96	0.394
* Q17/14. Did you have confidence and trust in the nurses treating you?	20.8%	96	0.477
* Q25/22. Was it easy for you to find someone on the hospital staff to talk to about your concerns?	33.3%	96	0.597

Patients discharged: July 2001 - September 2001

\* Highly Correlated (corr.  $\geq 0.4$ ) with Overall Satisfaction

The Picker Institute recognizes problem scores of 20% or higher as Areas for Improvement.

## 55th Medical Group - Offutt Air Force Base

### Adult Inpatient Survey - Areas for Improvement

	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION
<b><i>Involvement of Family and Friends</i></b>			
* Q23/20. Did your family or someone else close to you have enough opportunity to talk to your doctor?	34.4%	96	0.551
* Q47/46. Did the doctors and nurses give your family or someone close to you all the information they needed to help you recover?	28.1%	96	0.561
<b><i>Continuity and Transition</i></b>			
* Q46/45. Did they tell you when you could resume your usual activities, such as when to go back to work or drive a car?	28.1%	96	0.586
<b><i>Surgery-Specific</i></b>			
* Q41/-. Did a doctor or nurse tell you accurately how you would feel after surgery?	29.0%	31	0.621
<b><i>Childbirth-Specific</i></b>			
Q-/32. How much anesthesia and pain medicine did you get during labor and delivery?	22.2%	36	0.282
* Q-/33. Did a doctor, midwife or nurse tell you accurately how you would feel after your delivery?	41.7%	36	0.409
<b><i>Overall Impression</i></b>			
* Q52/51. Would you recommend this hospital to your friends and family?	34.4%	96	0.646

Patients discharged: July 2001 - September 2001

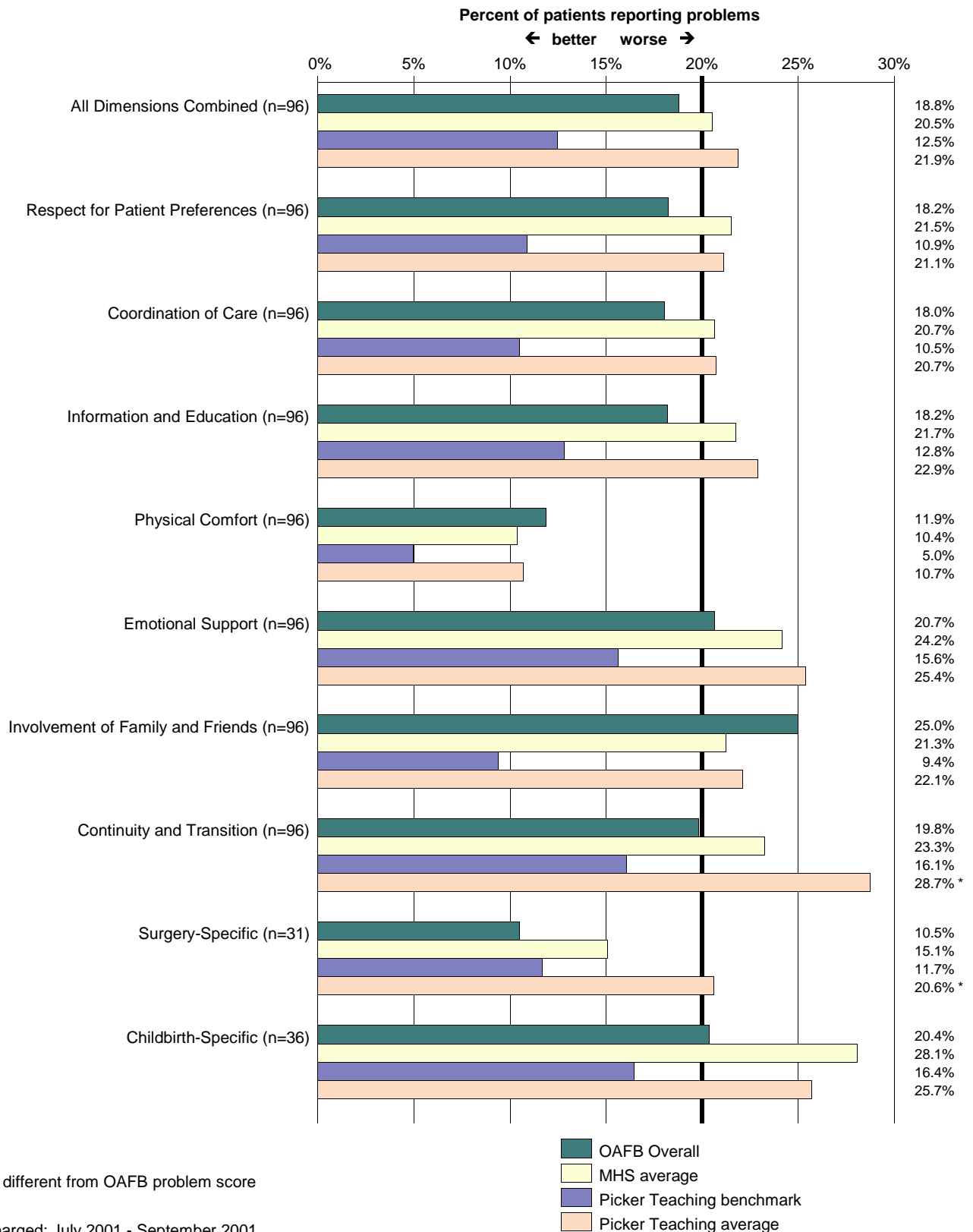
\* Highly Correlated (corr.  $\geq 0.4$ ) with Overall Satisfaction

The Picker Institute recognizes problem scores of 20% or higher as Areas for Improvement.

# 55th Medical Group - Offutt Air Force Base

## Adult Inpatient Survey - Overall Comparisons

### Dimensions



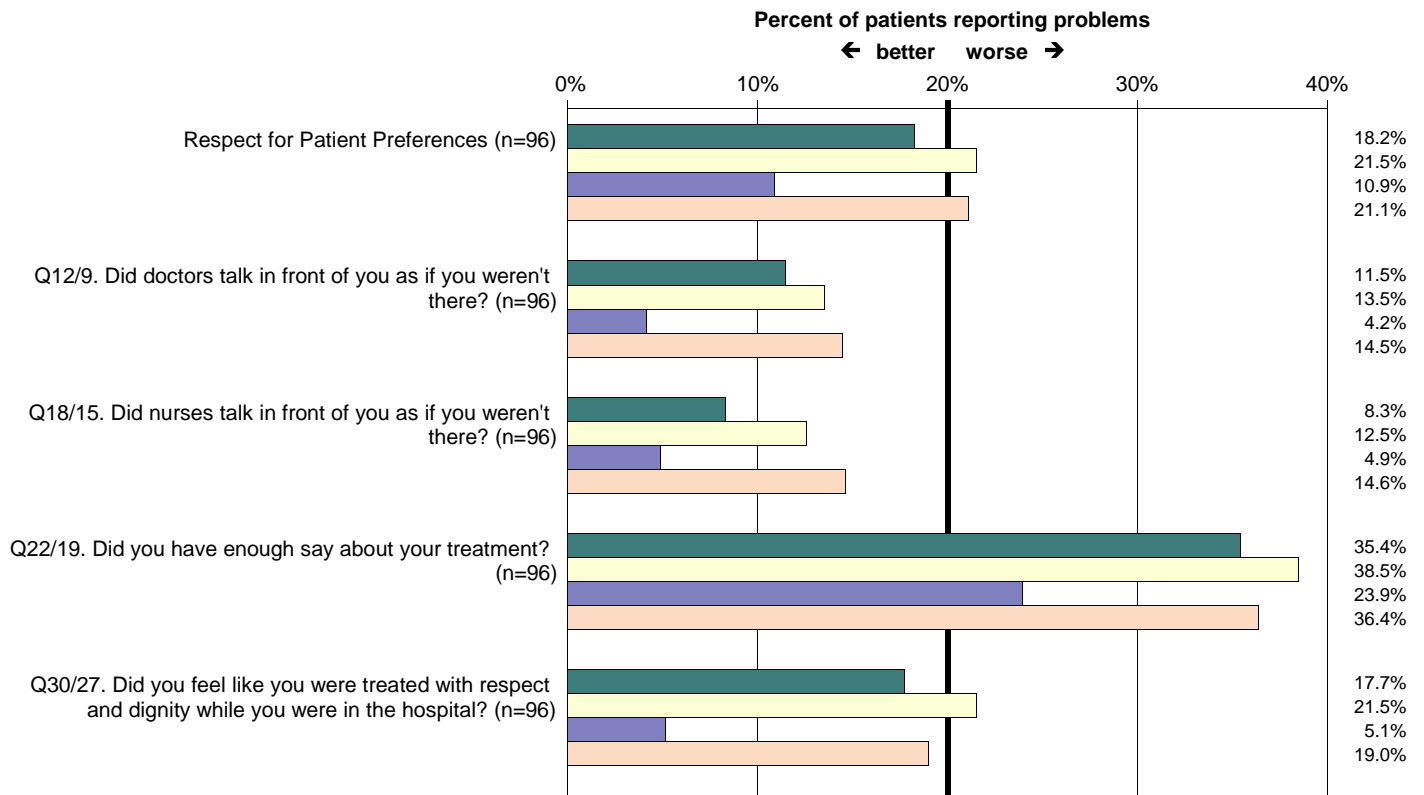
Patients discharged: July 2001 - September 2001



# 55th Medical Group - Offutt Air Force Base

## Adult Inpatient Survey - Overall Comparisons

### Respect for Patient Preferences



\* Significantly different from OAFB problem score

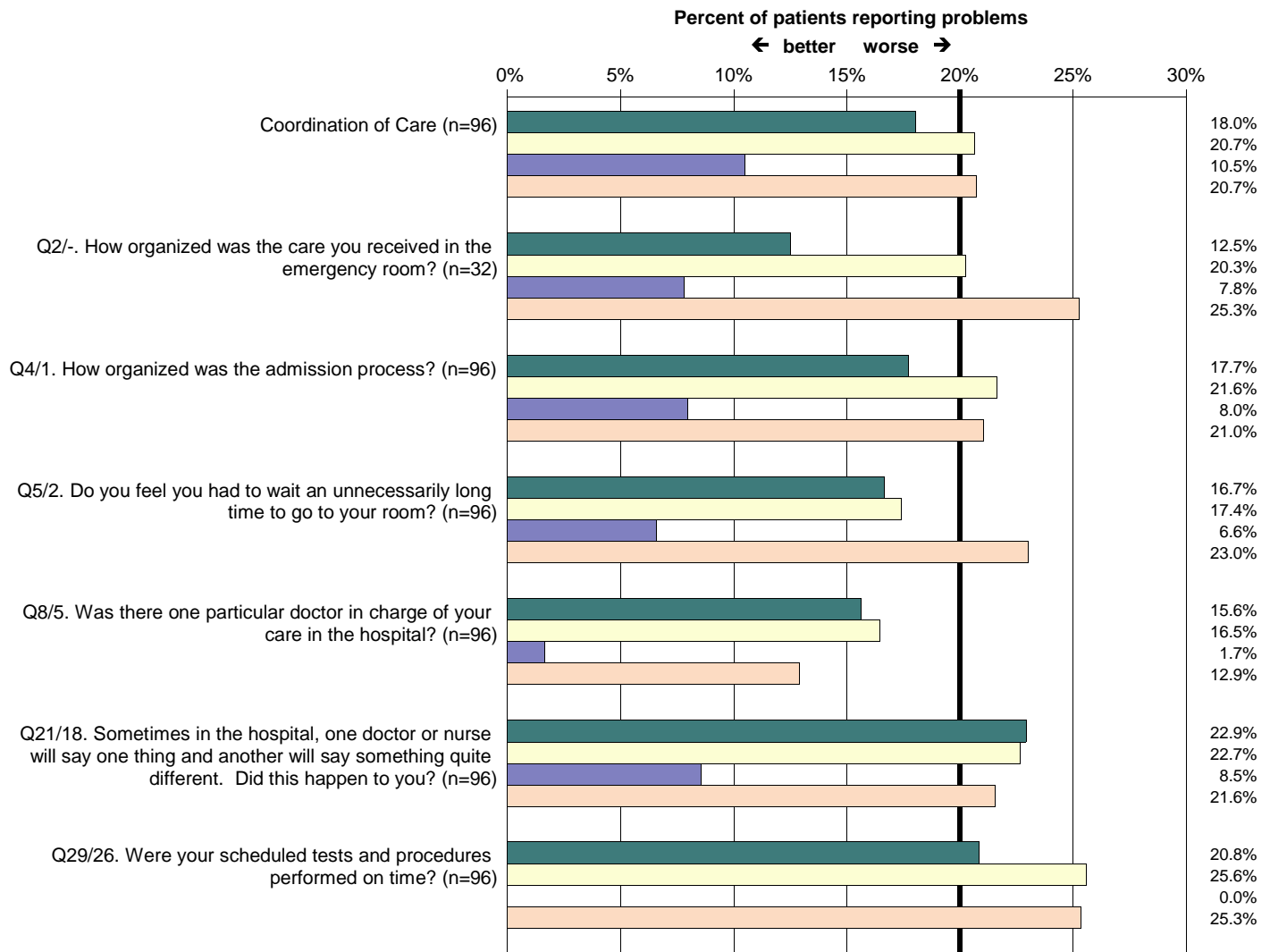
Patients discharged: July 2001 - September 2001

OAFB Overall  
 MHS average  
 Picker Teaching benchmark  
 Picker Teaching average

# 55th Medical Group - Offutt Air Force Base

## Adult Inpatient Survey - Overall Comparisons

### Coordination of Care



\* Significantly different from OAFB problem score

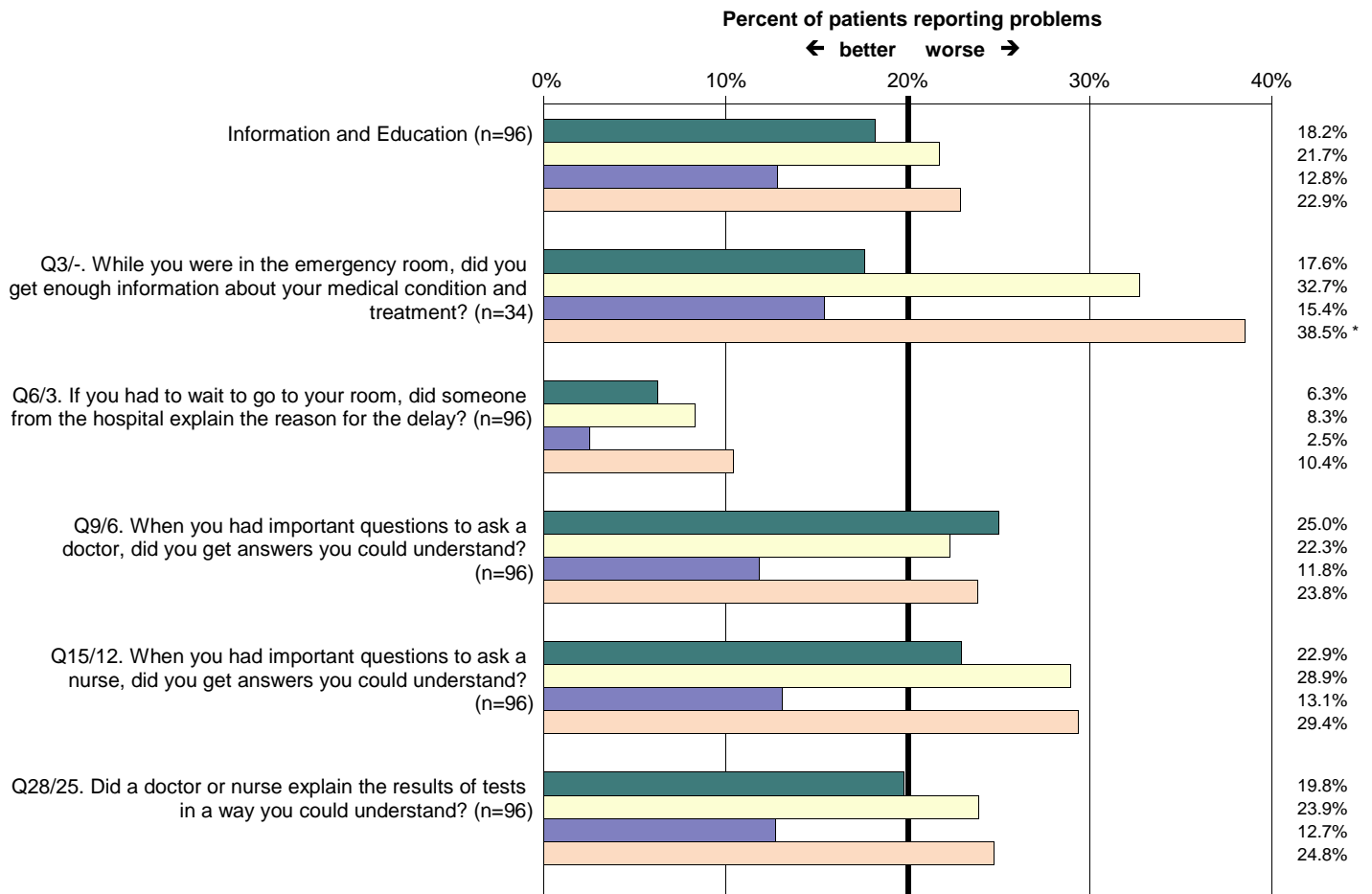
Patients discharged: July 2001 - September 2001

OAFB Overall  
 MHS average  
 Picker Teaching benchmark  
 Picker Teaching average

# 55th Medical Group - Offutt Air Force Base

## Adult Inpatient Survey - Overall Comparisons

### Information and Education



\* Significantly different from OAFB problem score

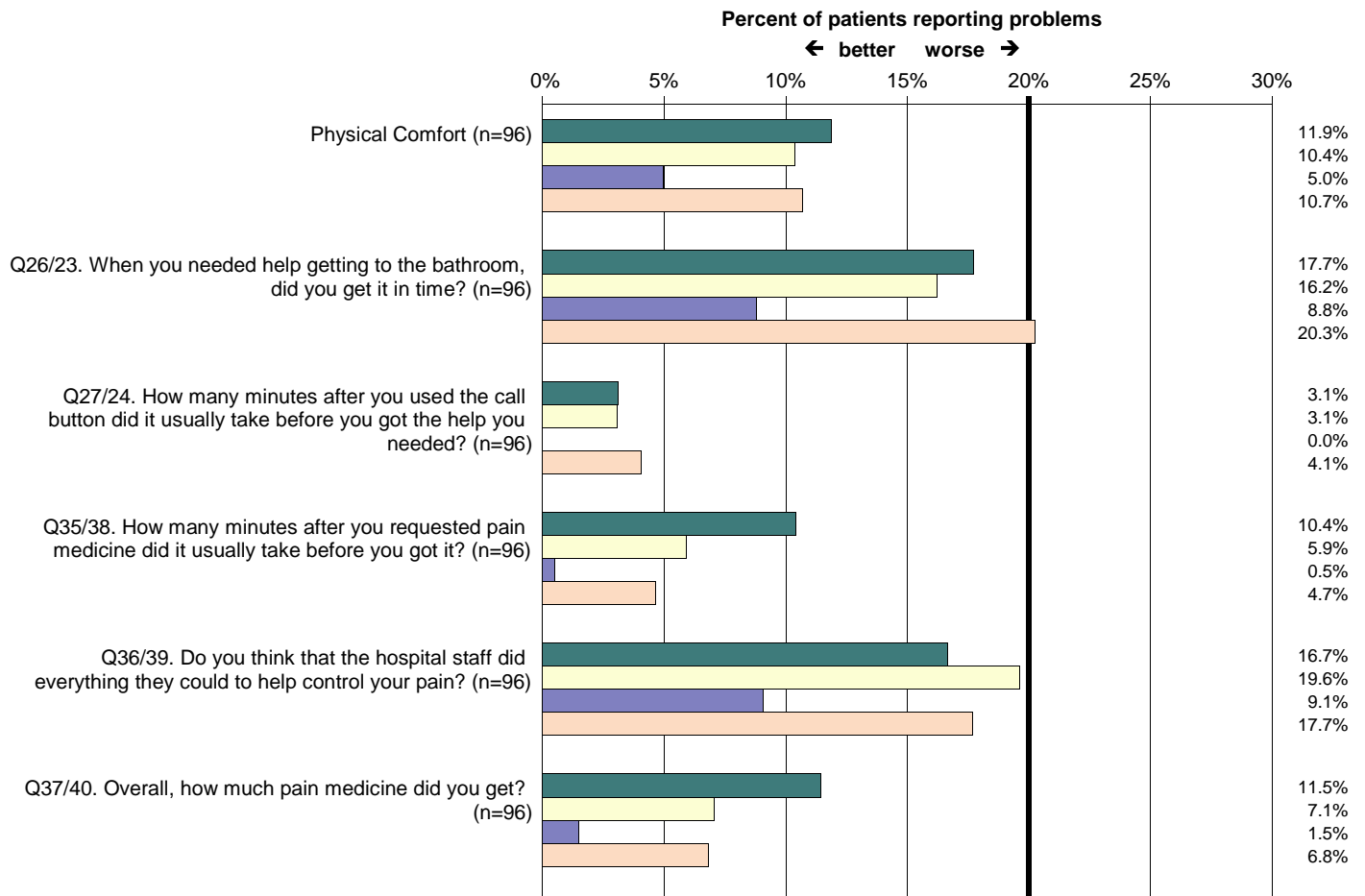
Patients discharged: July 2001 - September 2001

OAFB Overall  
 MHS average  
 Picker Teaching benchmark  
 Picker Teaching average

# 55th Medical Group - Offutt Air Force Base

## Adult Inpatient Survey - Overall Comparisons

### Physical Comfort



\* Significantly different from OAFB problem score

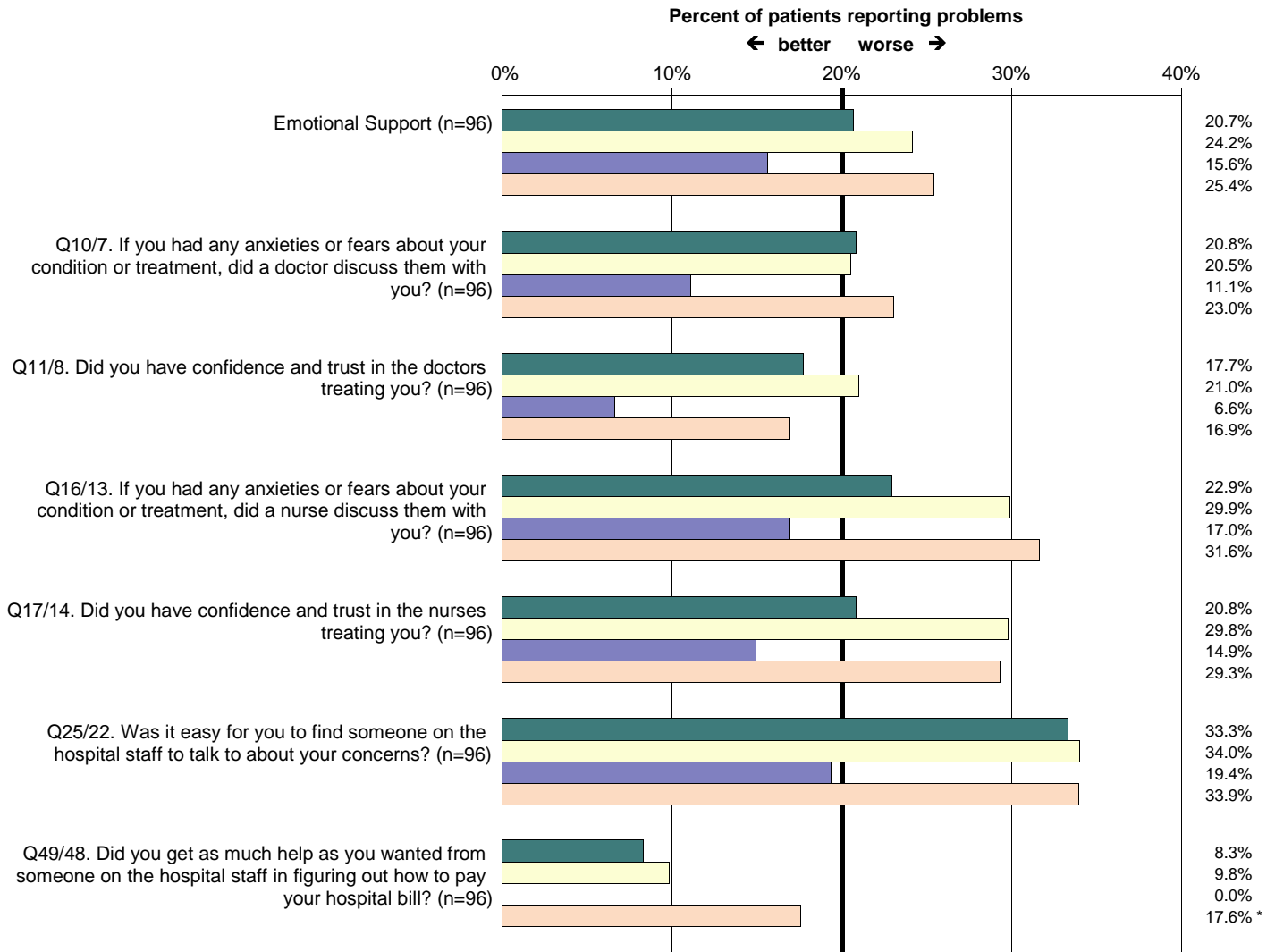
Patients discharged: July 2001 - September 2001

OAFB Overall  
 MHS average  
 Picker Teaching benchmark  
 Picker Teaching average

# 55th Medical Group - Offutt Air Force Base

## Adult Inpatient Survey - Overall Comparisons

### Emotional Support



\* Significantly different from OAFB problem score

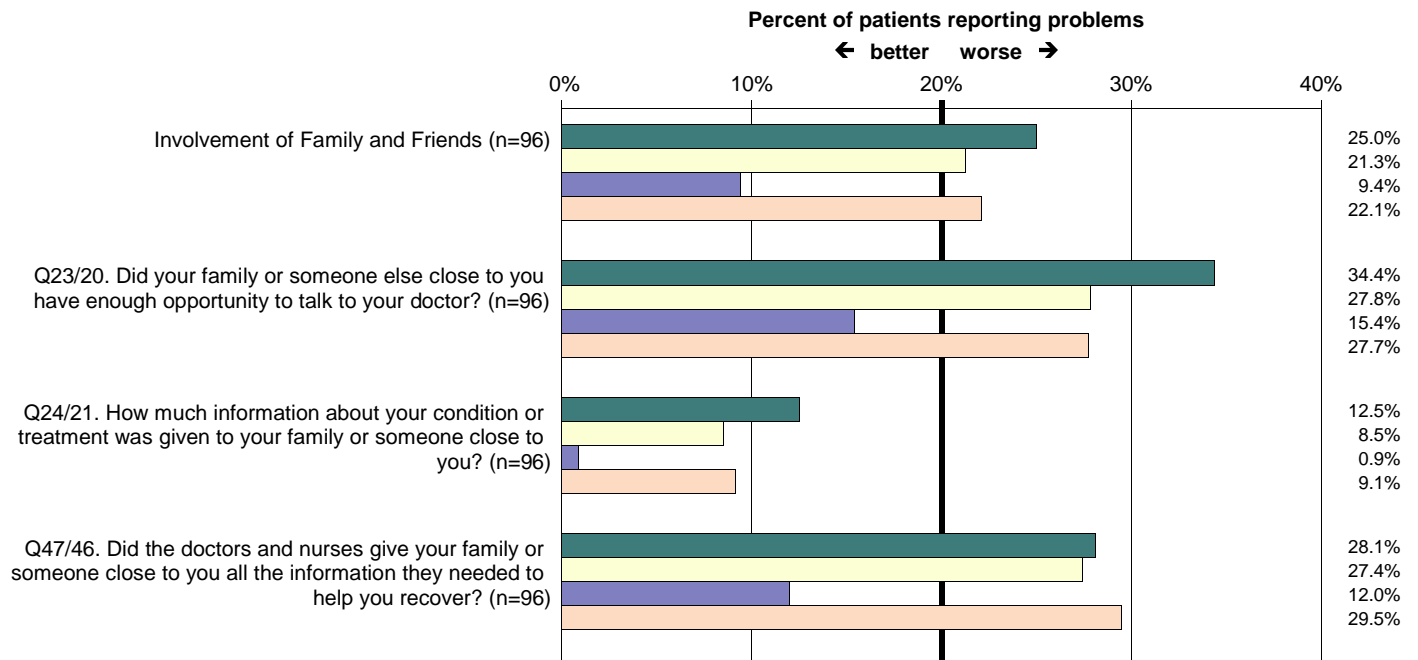
Patients discharged: July 2001 - September 2001

OAFB Overall  
 MHS average  
 Picker Teaching benchmark  
 Picker Teaching average

# 55th Medical Group - Offutt Air Force Base

## Adult Inpatient Survey - Overall Comparisons

### Involvement of Family and Friends



\* Significantly different from OAFB problem score

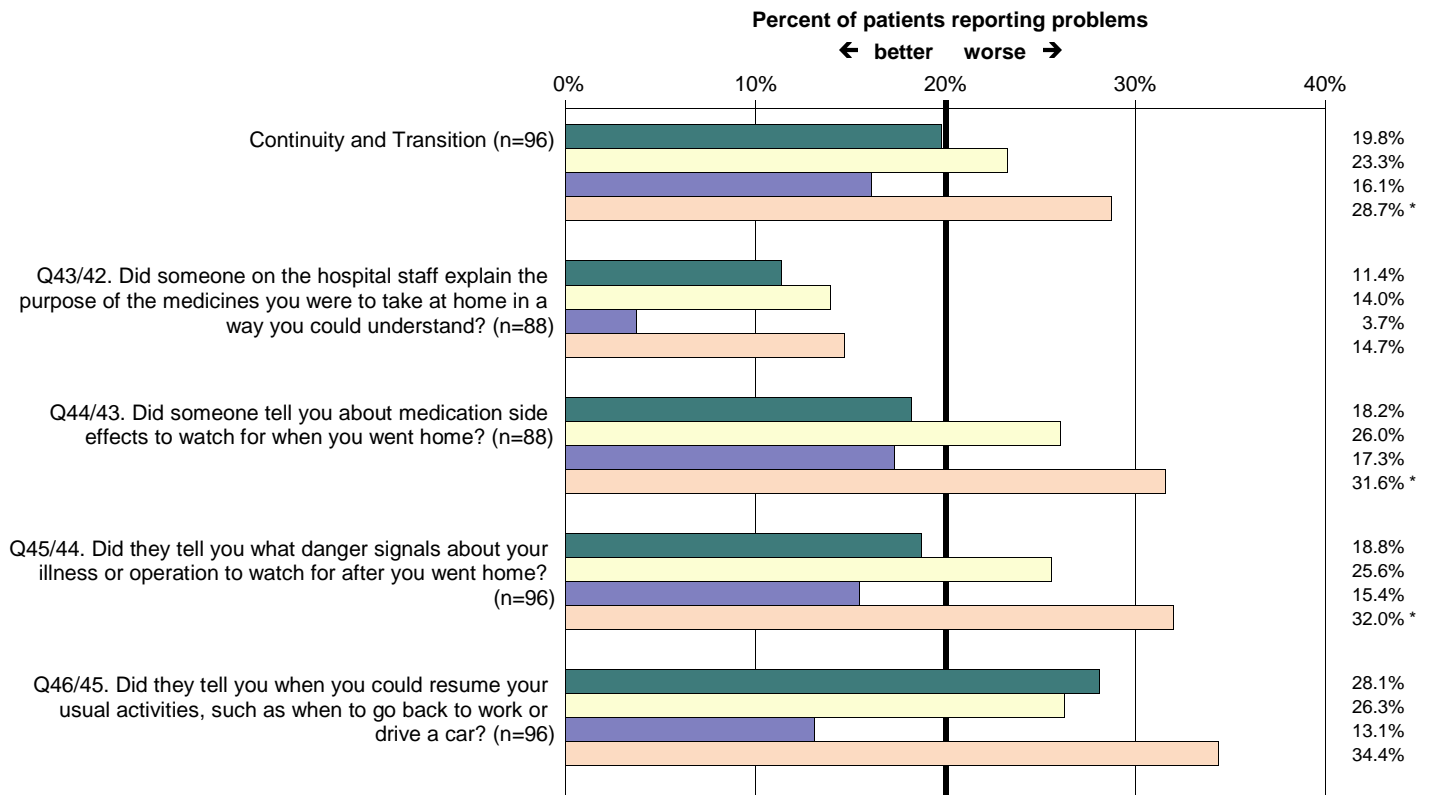
Patients discharged: July 2001 - September 2001

OAFB Overall  
 MHS average  
 Picker Teaching benchmark  
 Picker Teaching average

# 55th Medical Group - Offutt Air Force Base

## Adult Inpatient Survey - Overall Comparisons

### Continuity and Transition



\* Significantly different from OAFB problem score

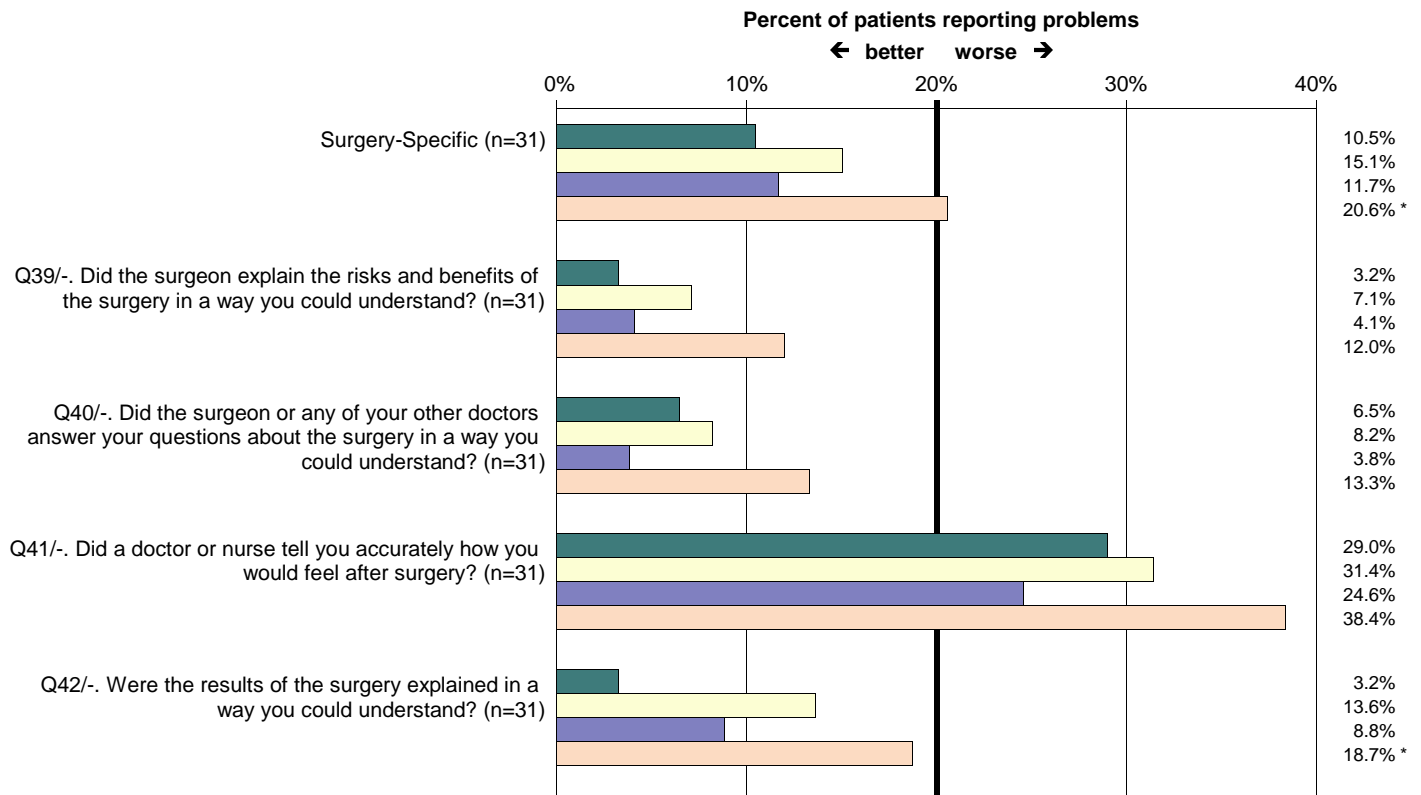
Patients discharged: July 2001 - September 2001

OAFB Overall  
 MHS average  
 Picker Teaching benchmark  
 Picker Teaching average

# 55th Medical Group - Offutt Air Force Base

## Adult Inpatient Survey - Overall Comparisons

### Surgery-Specific



\* Significantly different from OAFB problem score

Patients discharged: July 2001 - September 2001

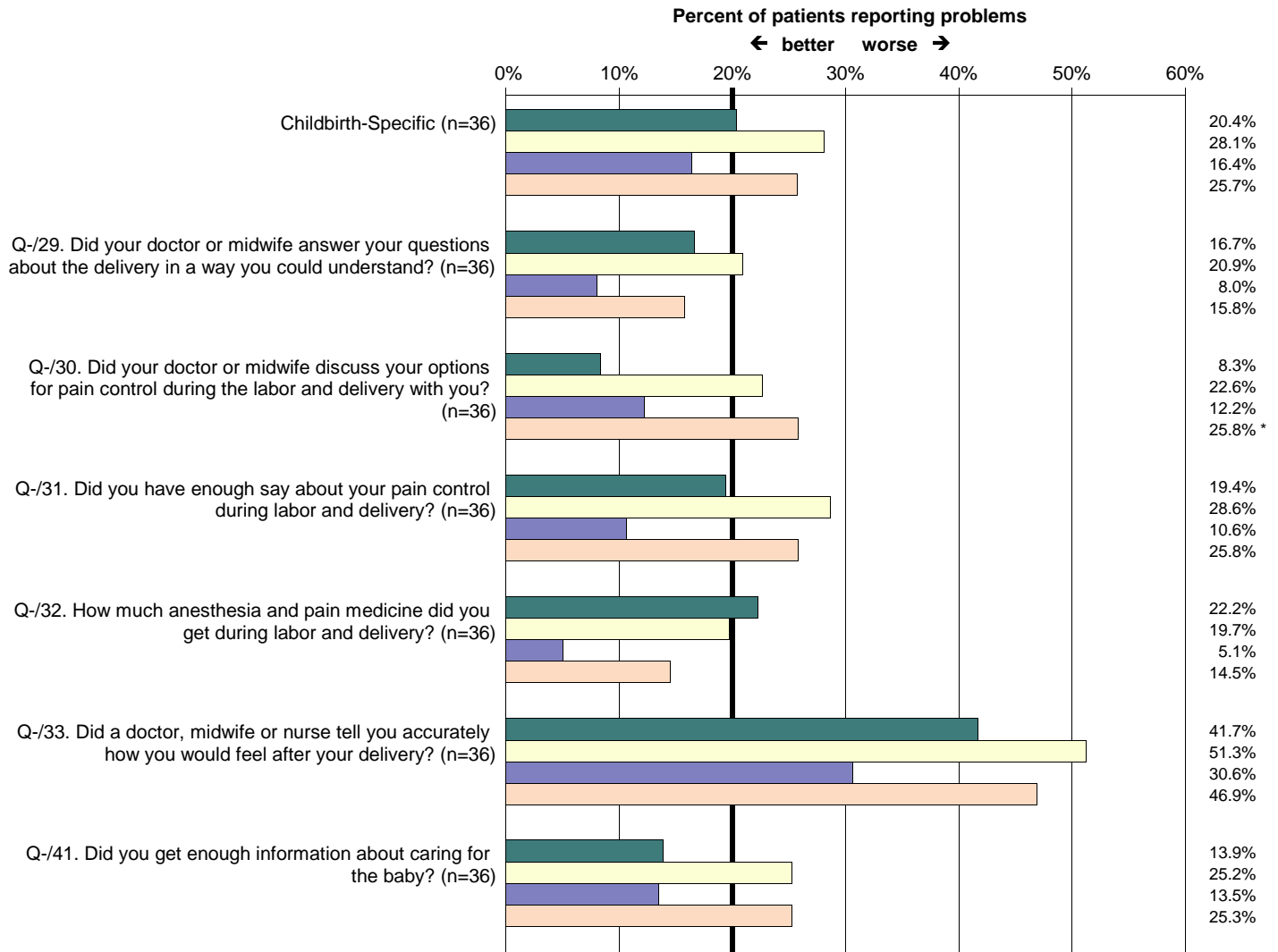
OAFB Overall  
 MHS average  
 Picker Teaching benchmark  
 Picker Teaching average



# 55th Medical Group - Offutt Air Force Base

## Adult Inpatient Survey - Overall Comparisons

### Childbirth-Specific



\* Significantly different from OAFB problem score

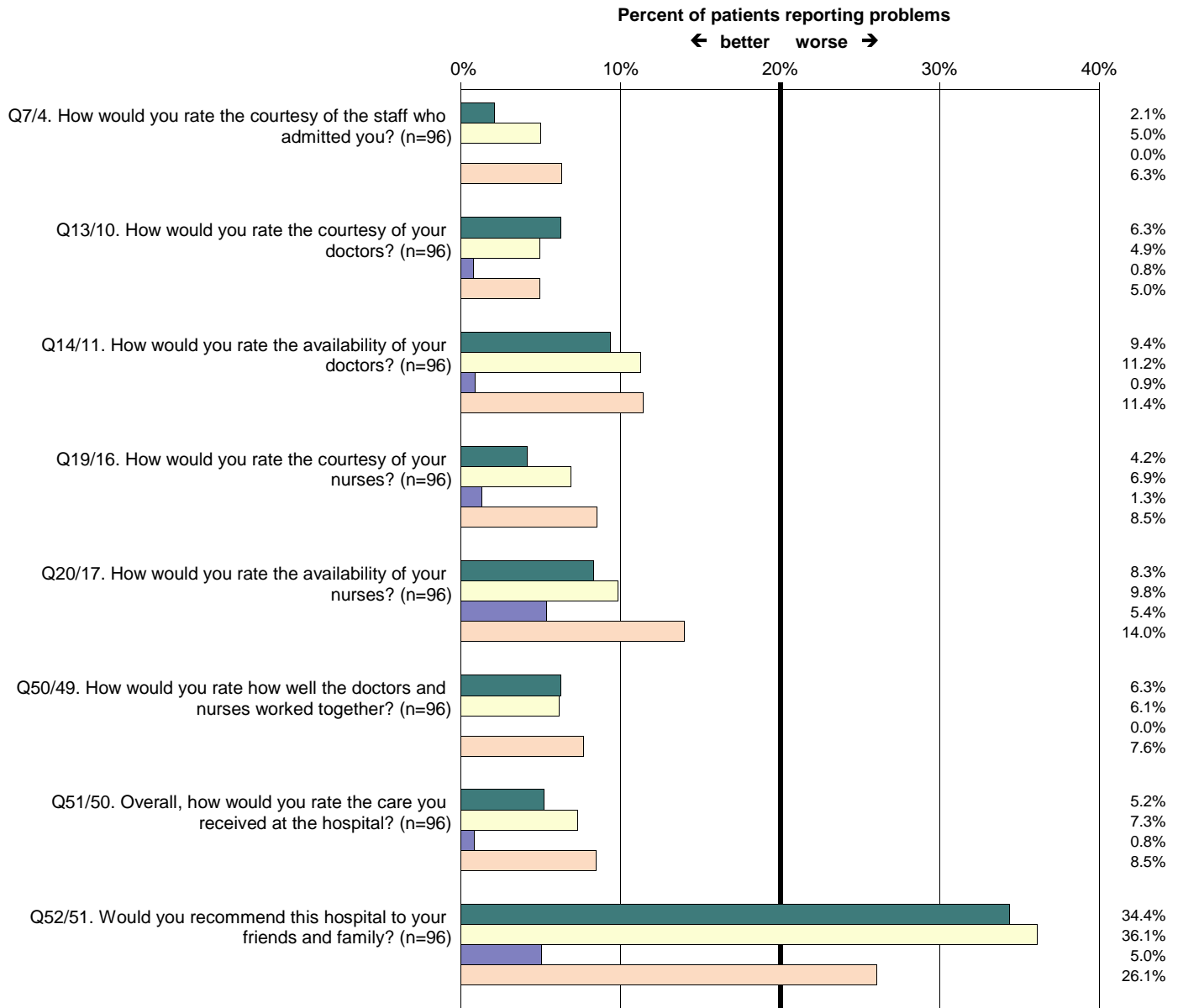
Patients discharged: July 2001 - September 2001

■ OAFB Overall  
■ MHS average  
■ Picker Teaching benchmark  
■ Picker Teaching average

# 55th Medical Group - Offutt Air Force Base

## Adult Inpatient Survey - Overall Comparisons

### Overall Impression



\* Significantly different from OAFB problem score

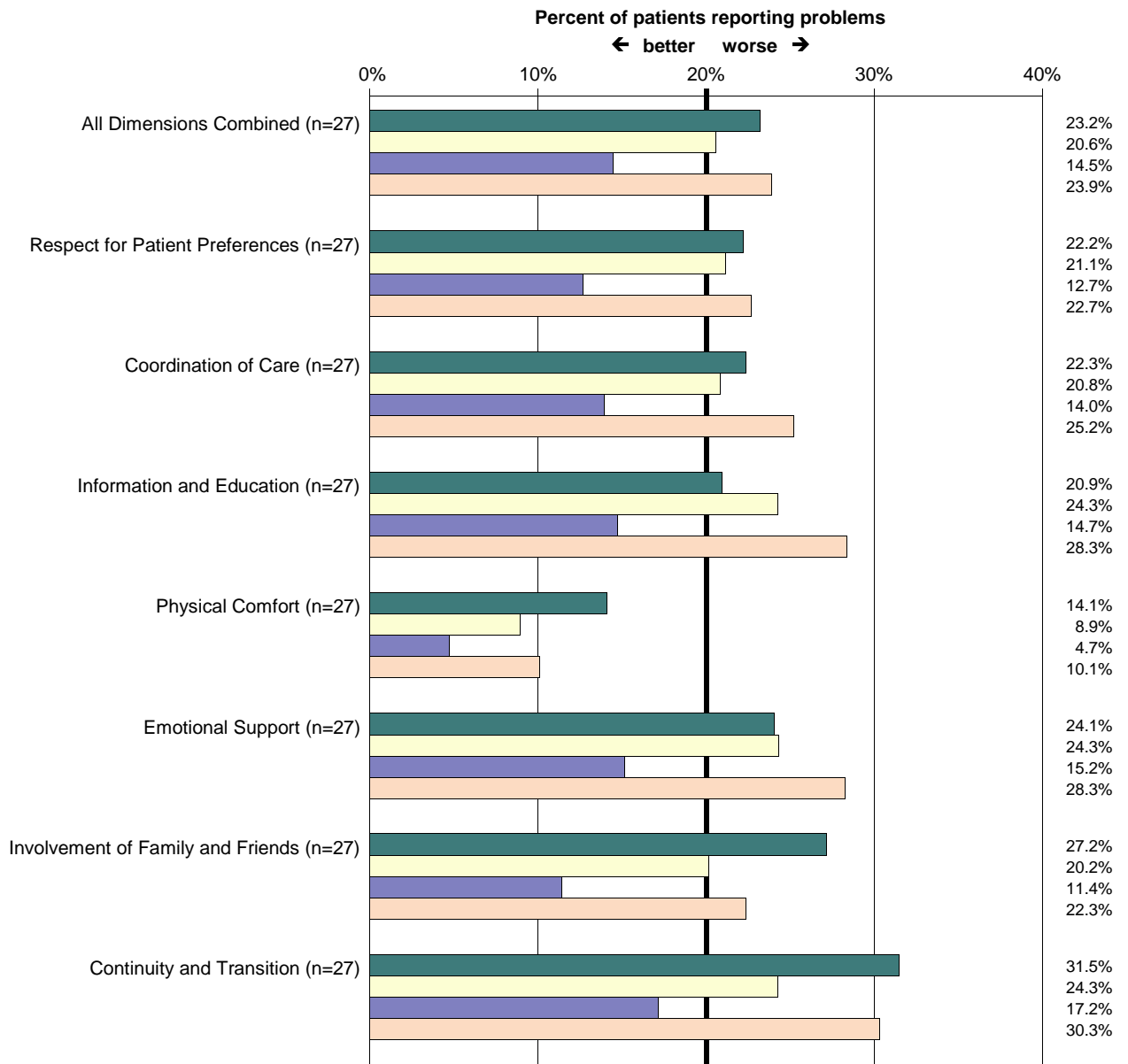
Patients discharged: July 2001 - September 2001

OAFB Overall  
 MHS average  
 Picker Teaching benchmark  
 Picker Teaching average

# 55th Medical Group - Offutt Air Force Base

## Adult Inpatient Survey - Medicine Comparisons

### Dimensions



\* Significantly different from OAFB problem score

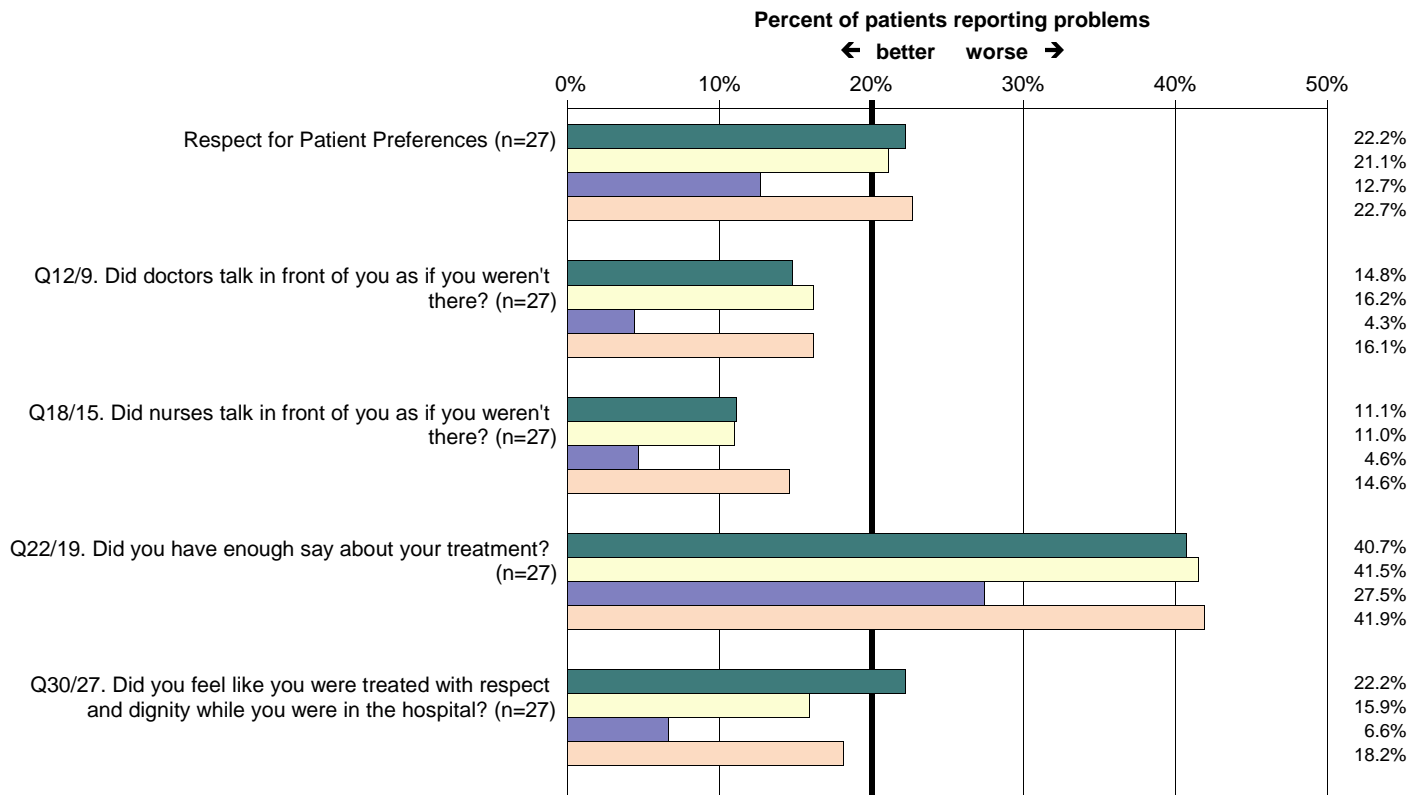
Patients discharged: July 2001 - September 2001

OAFB Medicine  
 MHS average  
 Picker Teaching benchmark  
 Picker Teaching average

# 55th Medical Group - Offutt Air Force Base

## Adult Inpatient Survey - Medicine Comparisons

### Respect for Patient Preferences



\* Significantly different from OAFB problem score

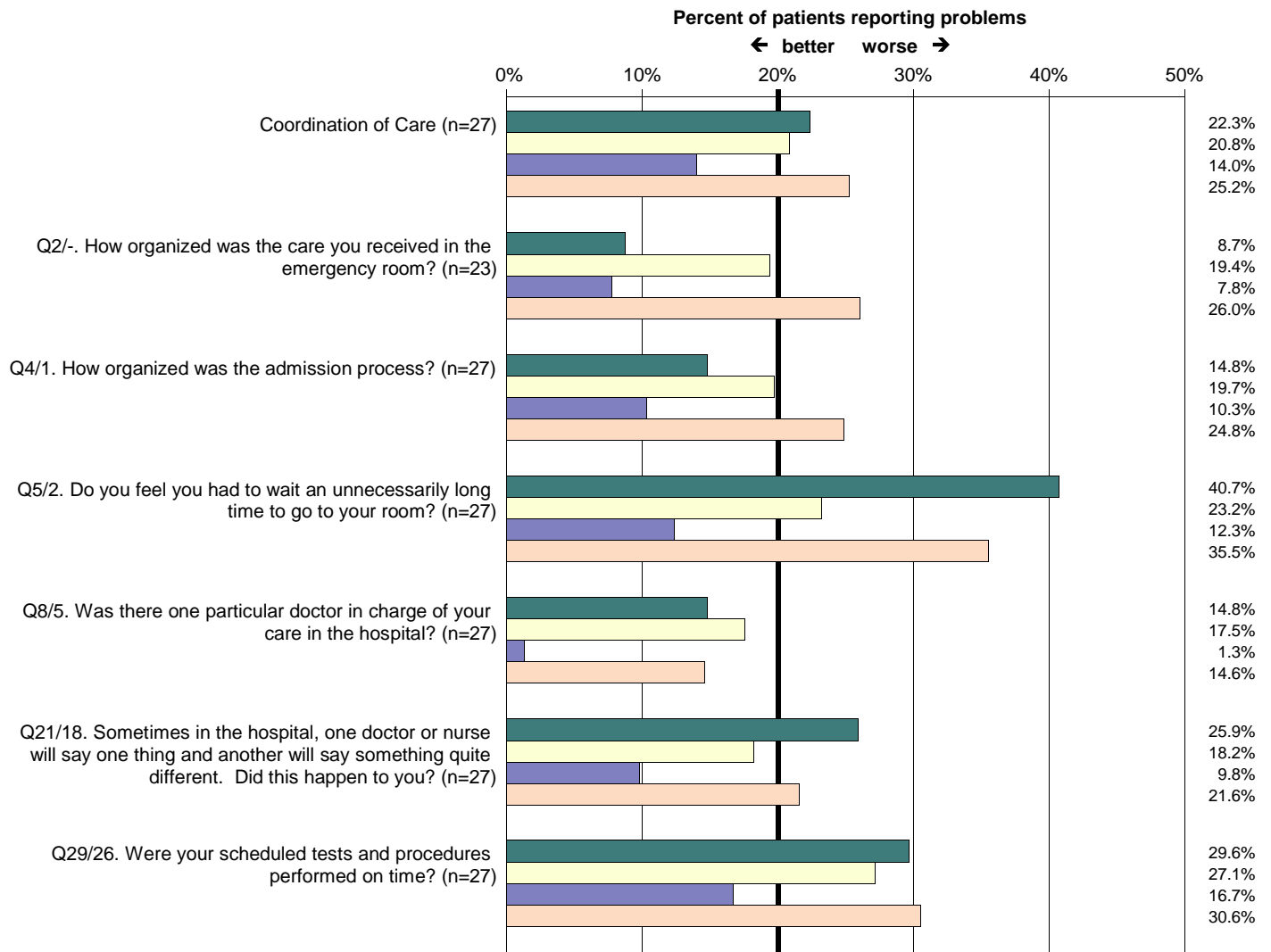
Patients discharged: July 2001 - September 2001

■ OAFB Medicine  
■ MHS average  
■ Picker Teaching benchmark  
■ Picker Teaching average

# 55th Medical Group - Offutt Air Force Base

## Adult Inpatient Survey - Medicine Comparisons

### Coordination of Care



\* Significantly different from OAFB problem score

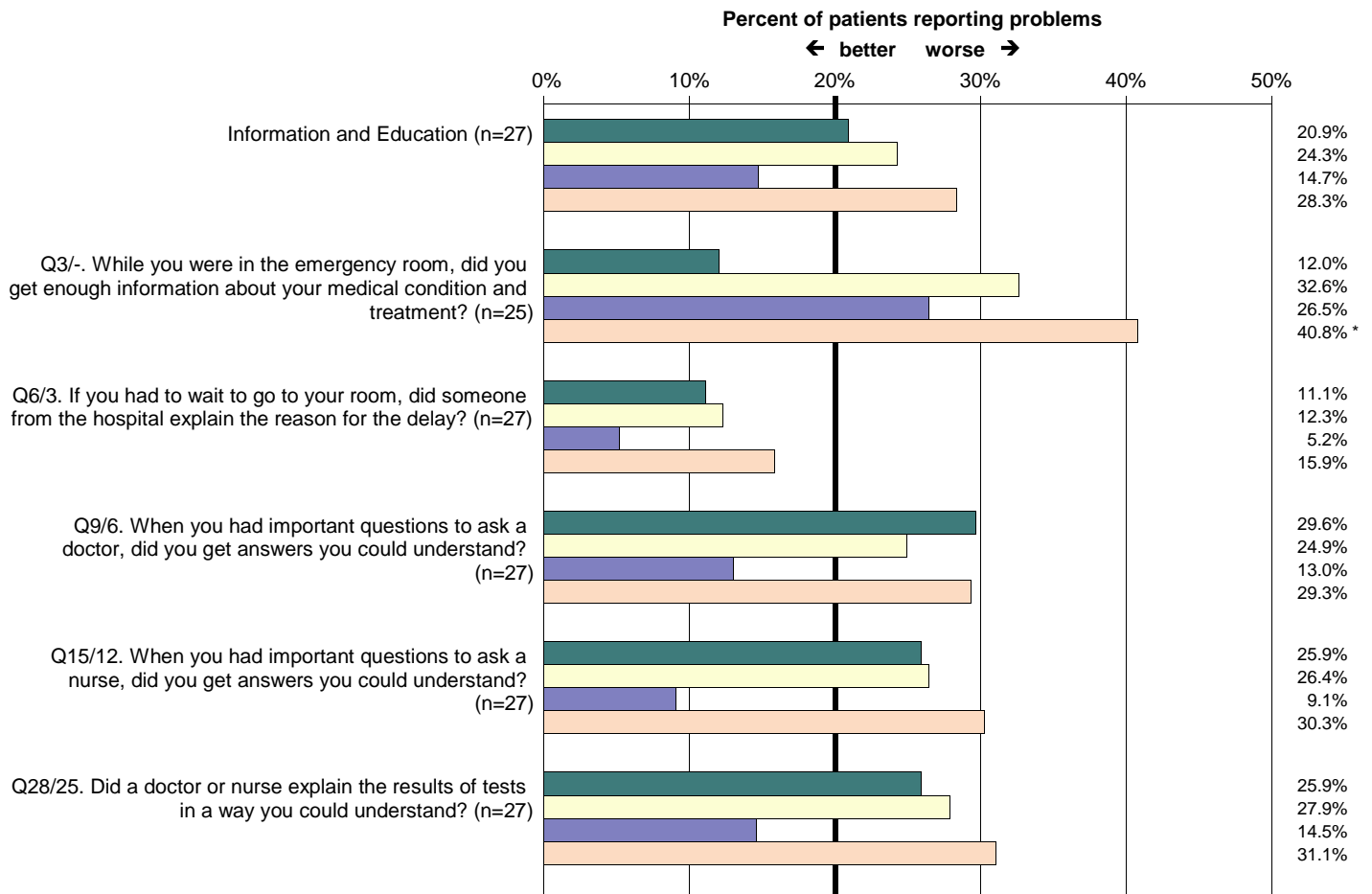
Patients discharged: July 2001 - September 2001

OAFB Medicine  
 MHS average  
 Picker Teaching benchmark  
 Picker Teaching average

# 55th Medical Group - Offutt Air Force Base

## Adult Inpatient Survey - Medicine Comparisons

### Information and Education



\* Significantly different from OAFB problem score

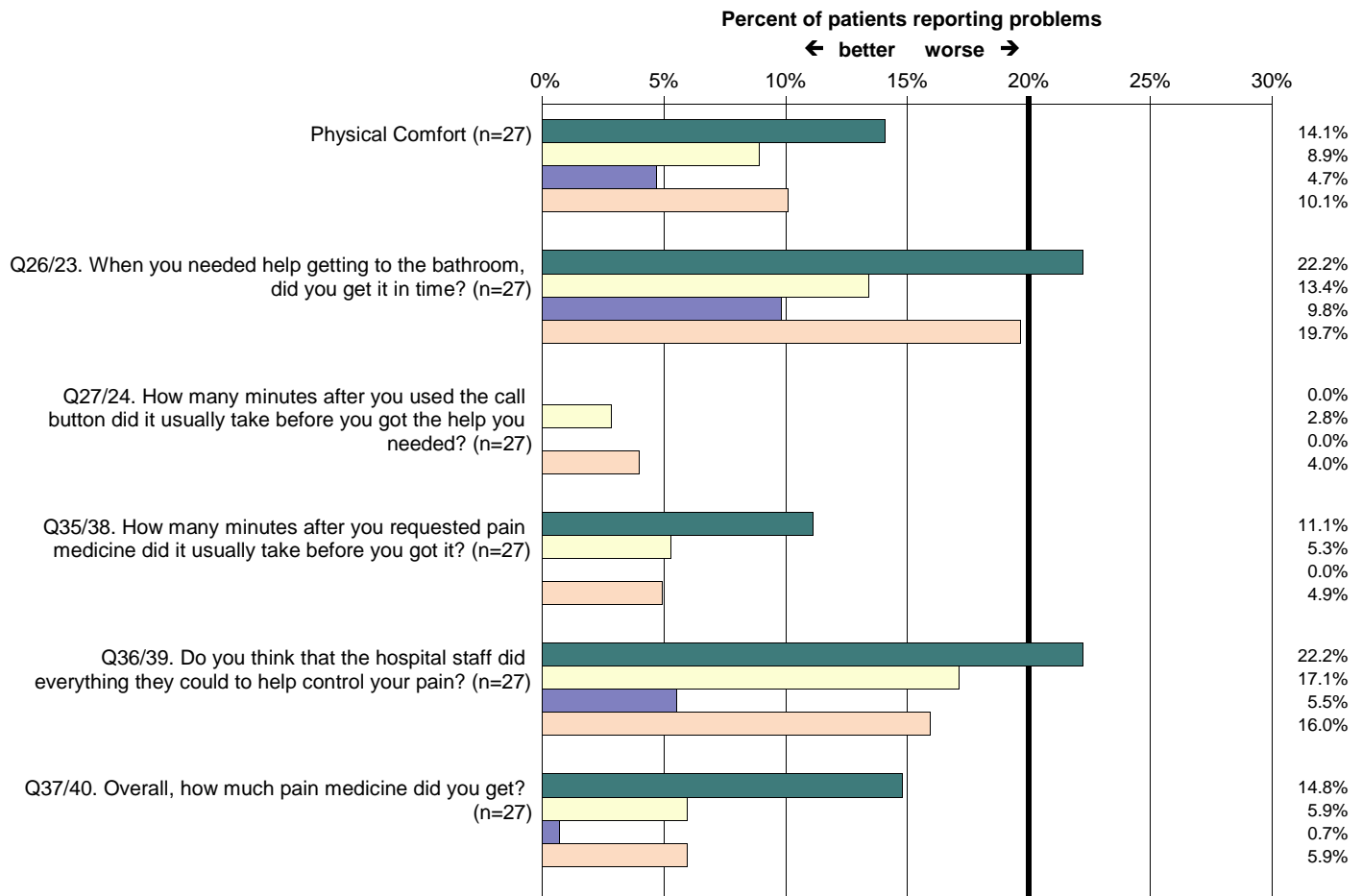
Patients discharged: July 2001 - September 2001

OAFB Medicine  
 MHS average  
 Picker Teaching benchmark  
 Picker Teaching average

# 55th Medical Group - Offutt Air Force Base

## Adult Inpatient Survey - Medicine Comparisons

### Physical Comfort



\* Significantly different from OAFB problem score

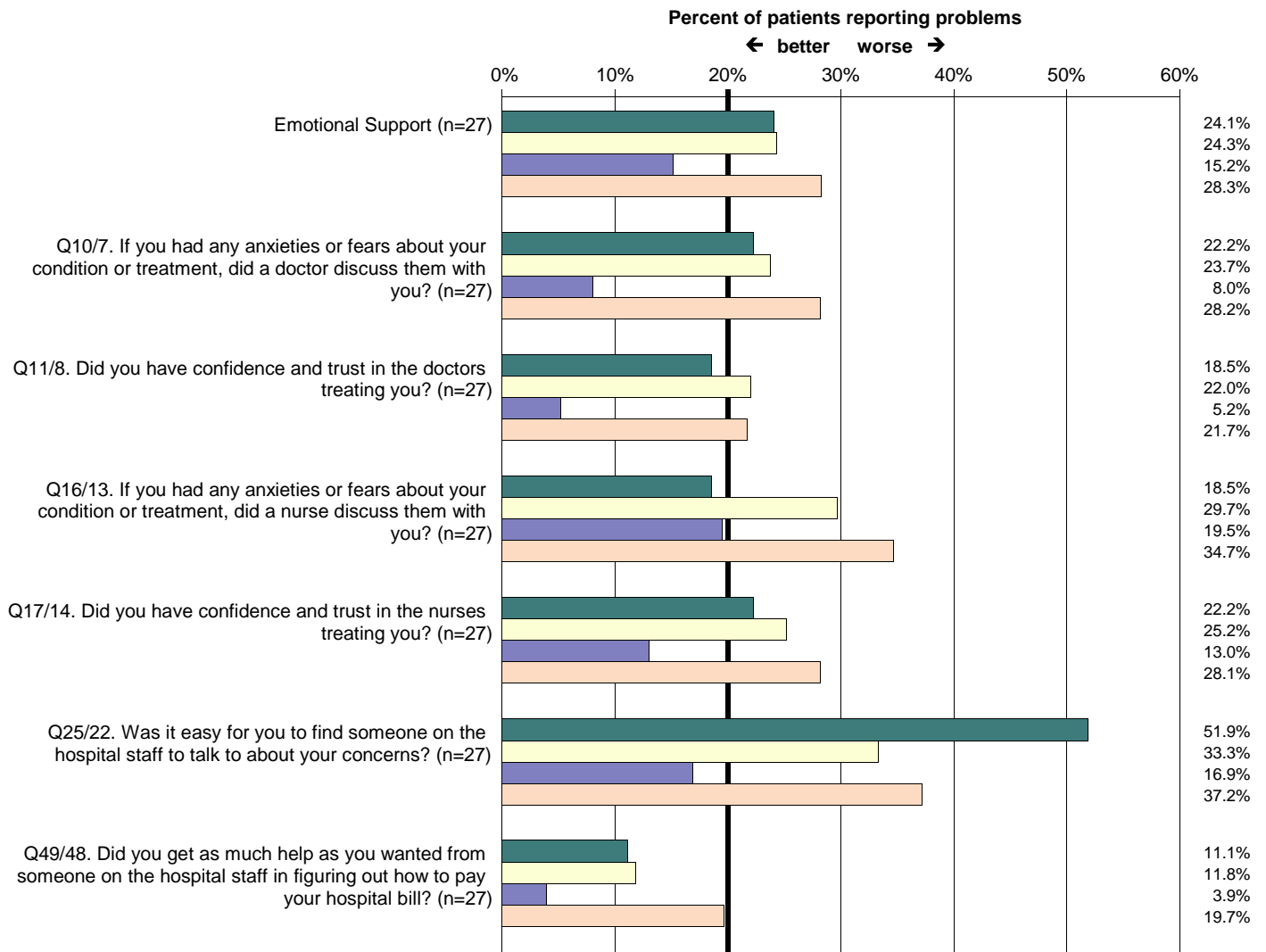
Patients discharged: July 2001 - September 2001

OAFB Medicine  
 MHS average  
 Picker Teaching benchmark  
 Picker Teaching average

# 55th Medical Group - Offutt Air Force Base

## Adult Inpatient Survey - Medicine Comparisons

### Emotional Support



\* Significantly different from OAFB problem score

Patients discharged: July 2001 - September 2001

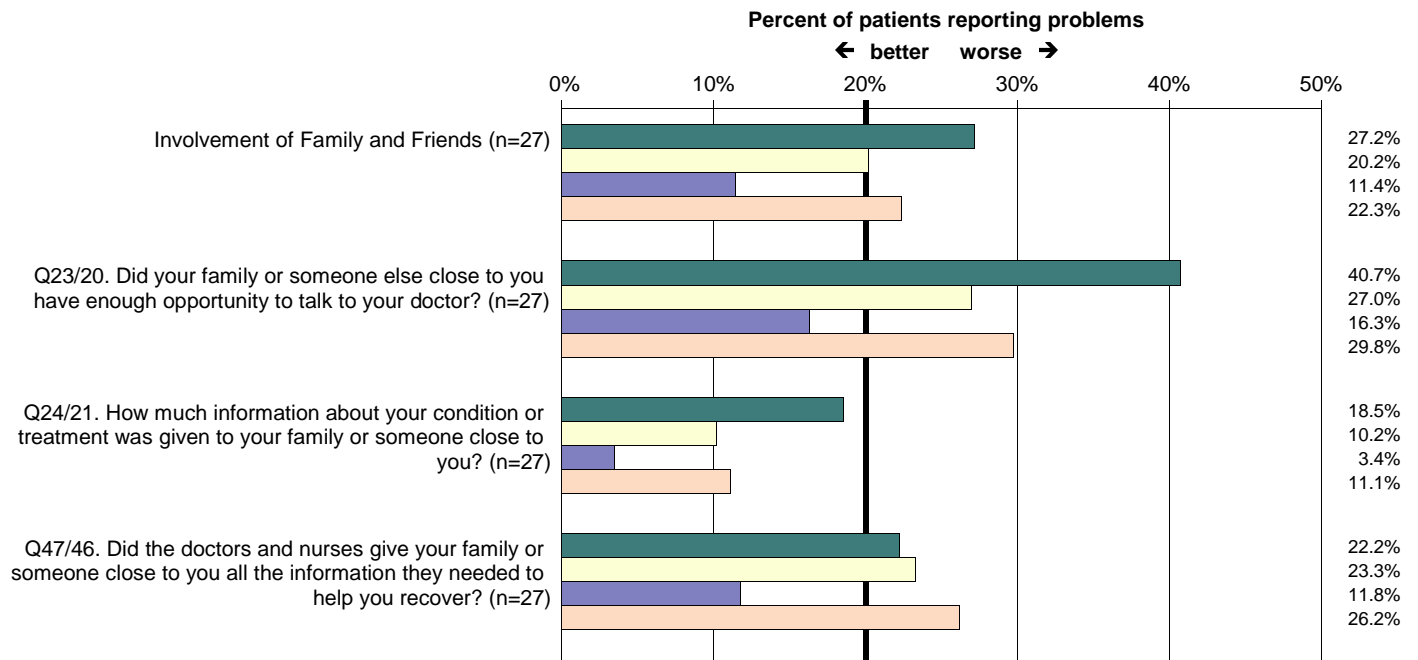
OAFB Medicine  
 MHS average  
 Picker Teaching benchmark  
 Picker Teaching average



# 55th Medical Group - Offutt Air Force Base

## Adult Inpatient Survey - Medicine Comparisons

### Involvement of Family and Friends



\* Significantly different from OAFB problem score

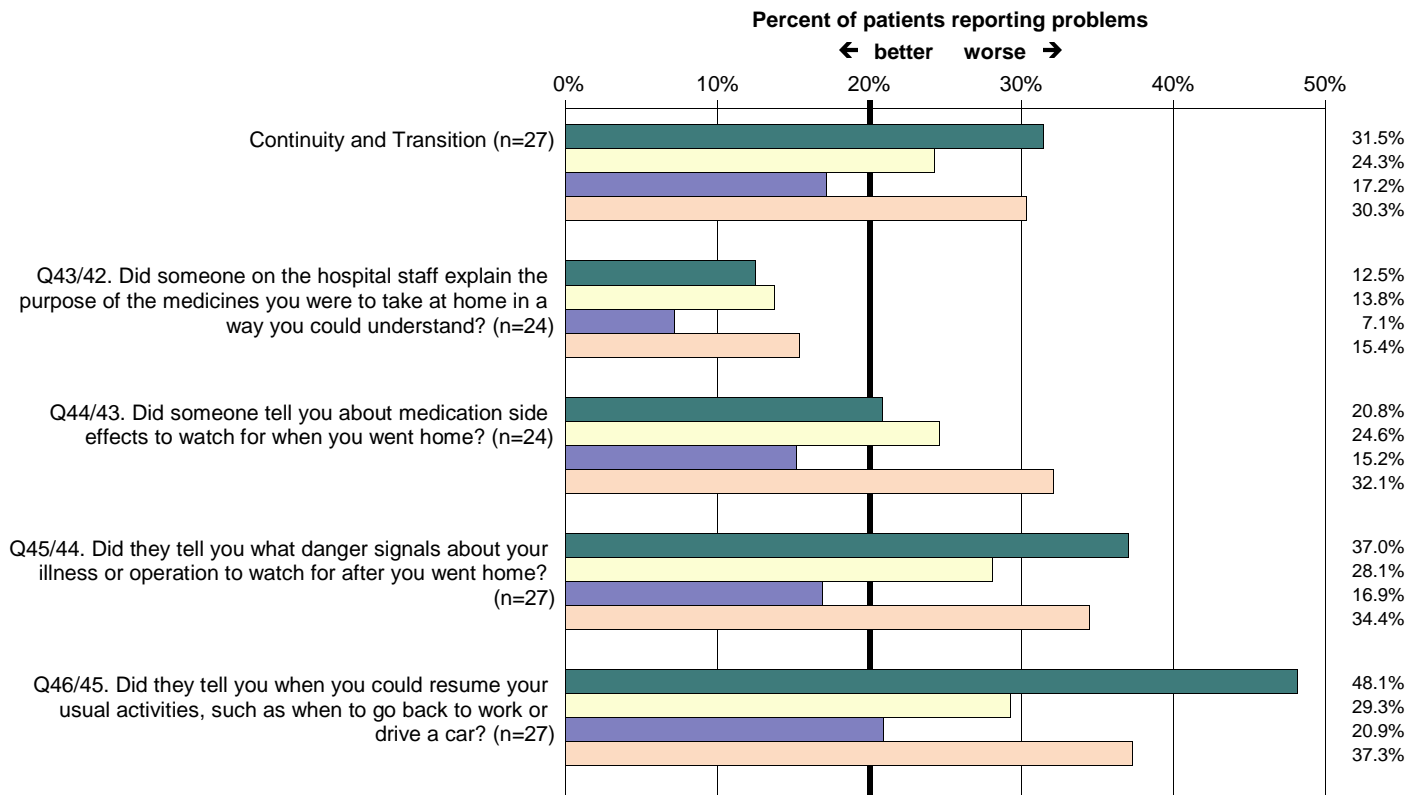
Patients discharged: July 2001 - September 2001

OAFB Medicine  
 MHS average  
 Picker Teaching benchmark  
 Picker Teaching average

# 55th Medical Group - Offutt Air Force Base

## Adult Inpatient Survey - Medicine Comparisons

### Continuity and Transition



\* Significantly different from OAFB problem score

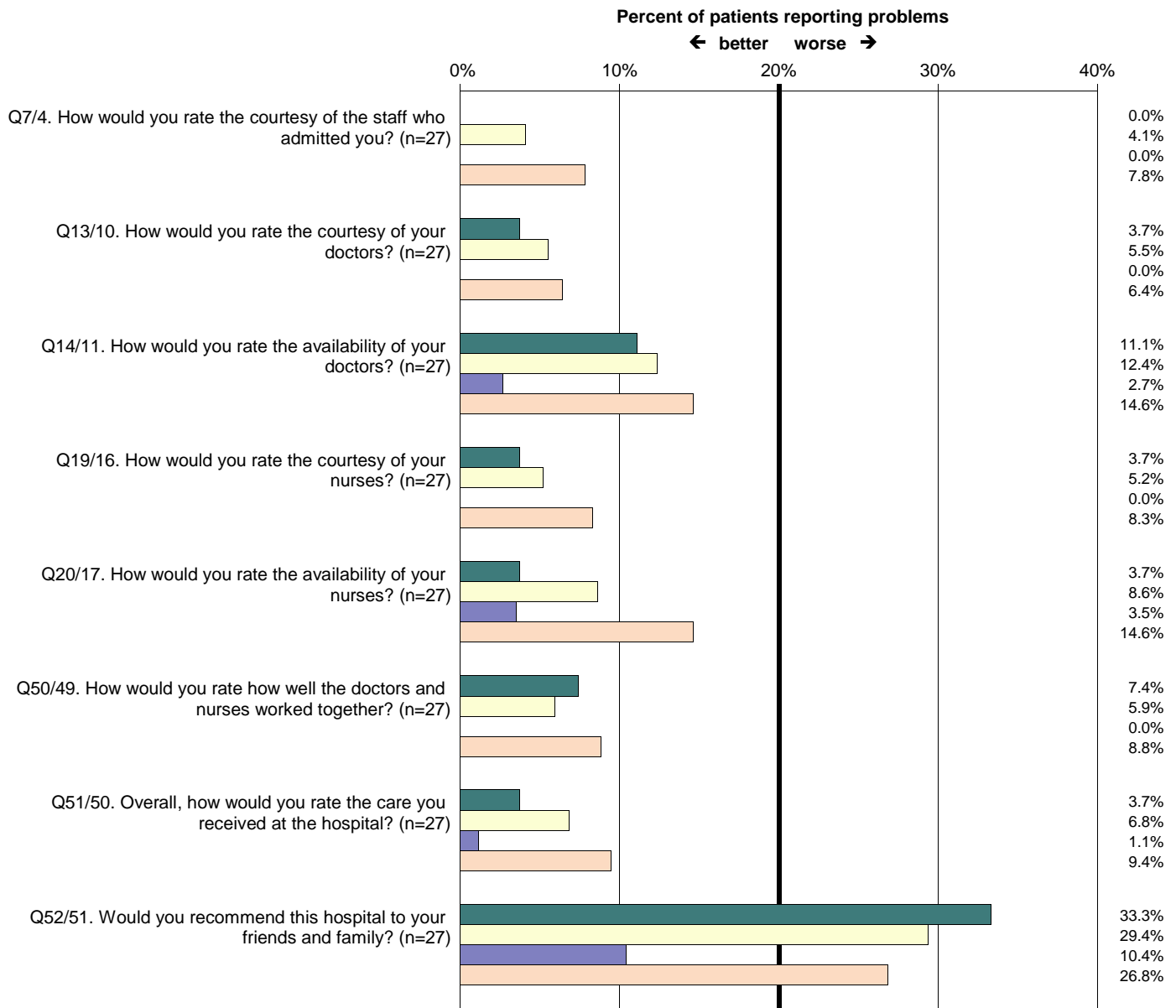
Patients discharged: July 2001 - September 2001

OAFB Medicine  
 MHS average  
 Picker Teaching benchmark  
 Picker Teaching average

# 55th Medical Group - Offutt Air Force Base

## Adult Inpatient Survey - Medicine Comparisons

### Overall Impression



\* Significantly different from OAFB problem score

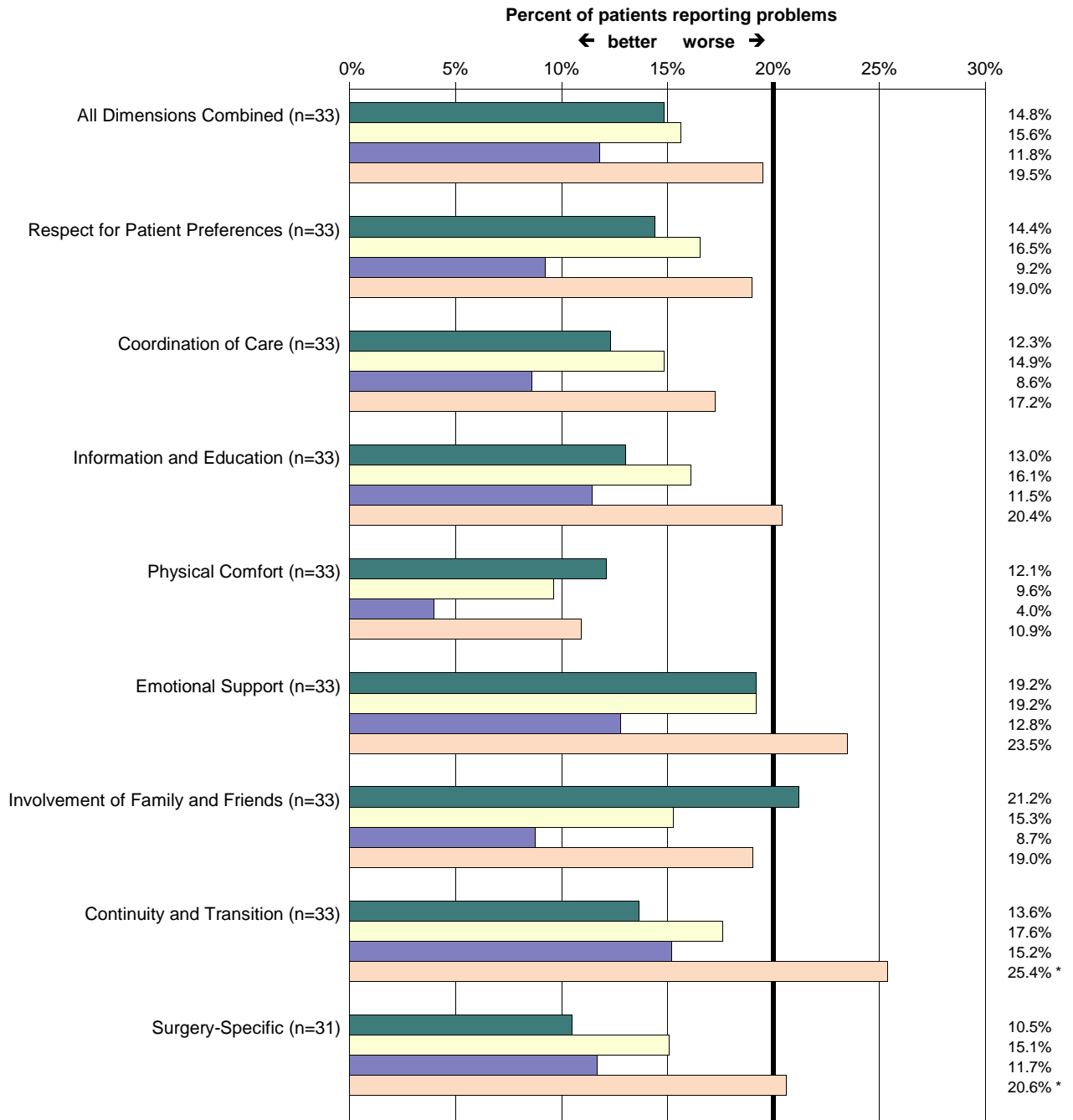
Patients discharged: July 2001 - September 2001

OAFB Medicine  
 MHS average  
 Picker Teaching benchmark  
 Picker Teaching average

# 55th Medical Group - Offutt Air Force Base

## Adult Inpatient Survey - Surgery Comparisons

### Dimensions



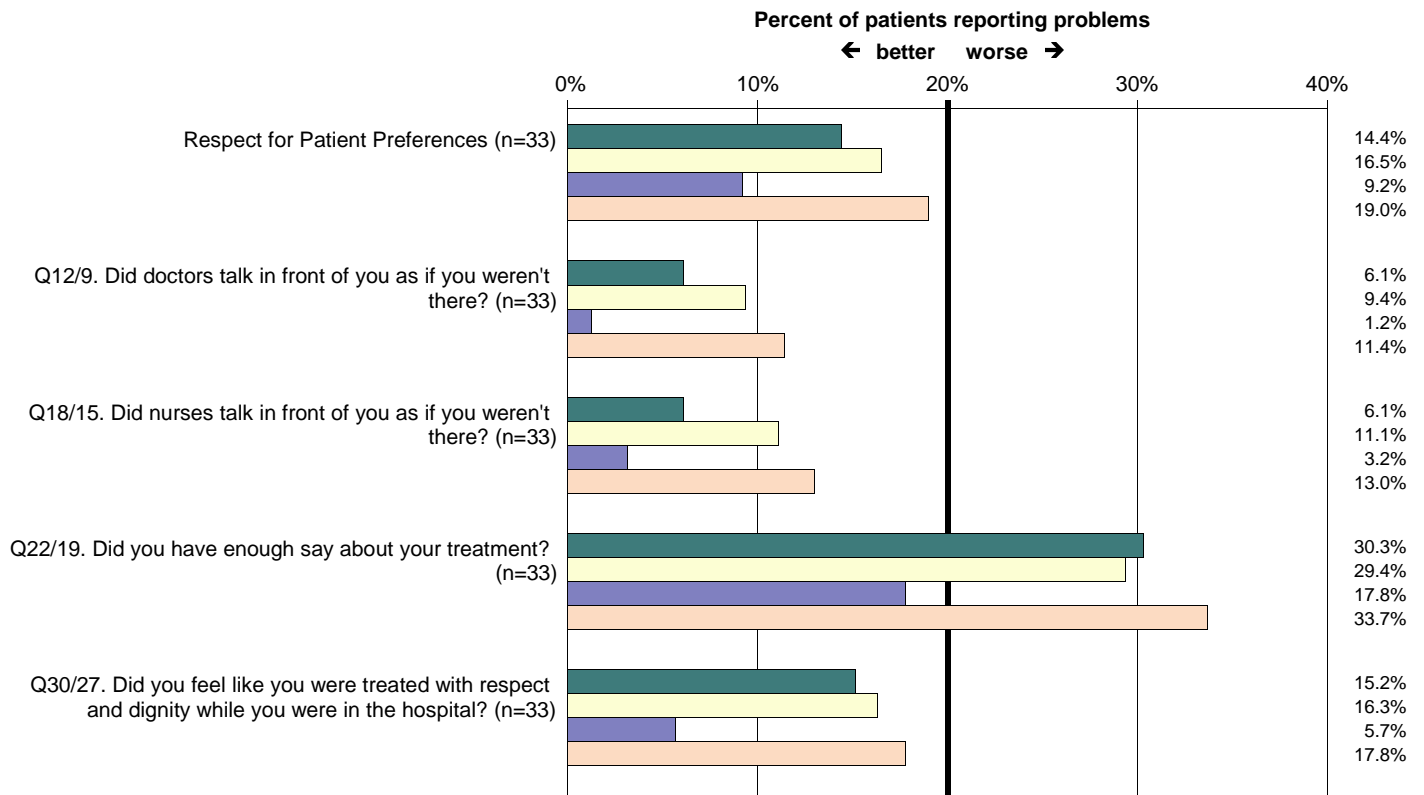
\* Significantly different from OAFB problem score

Patients discharged: July 2001 - September 2001

# 55th Medical Group - Offutt Air Force Base

## Adult Inpatient Survey - Surgery Comparisons

### Respect for Patient Preferences



\* Significantly different from OAFB problem score

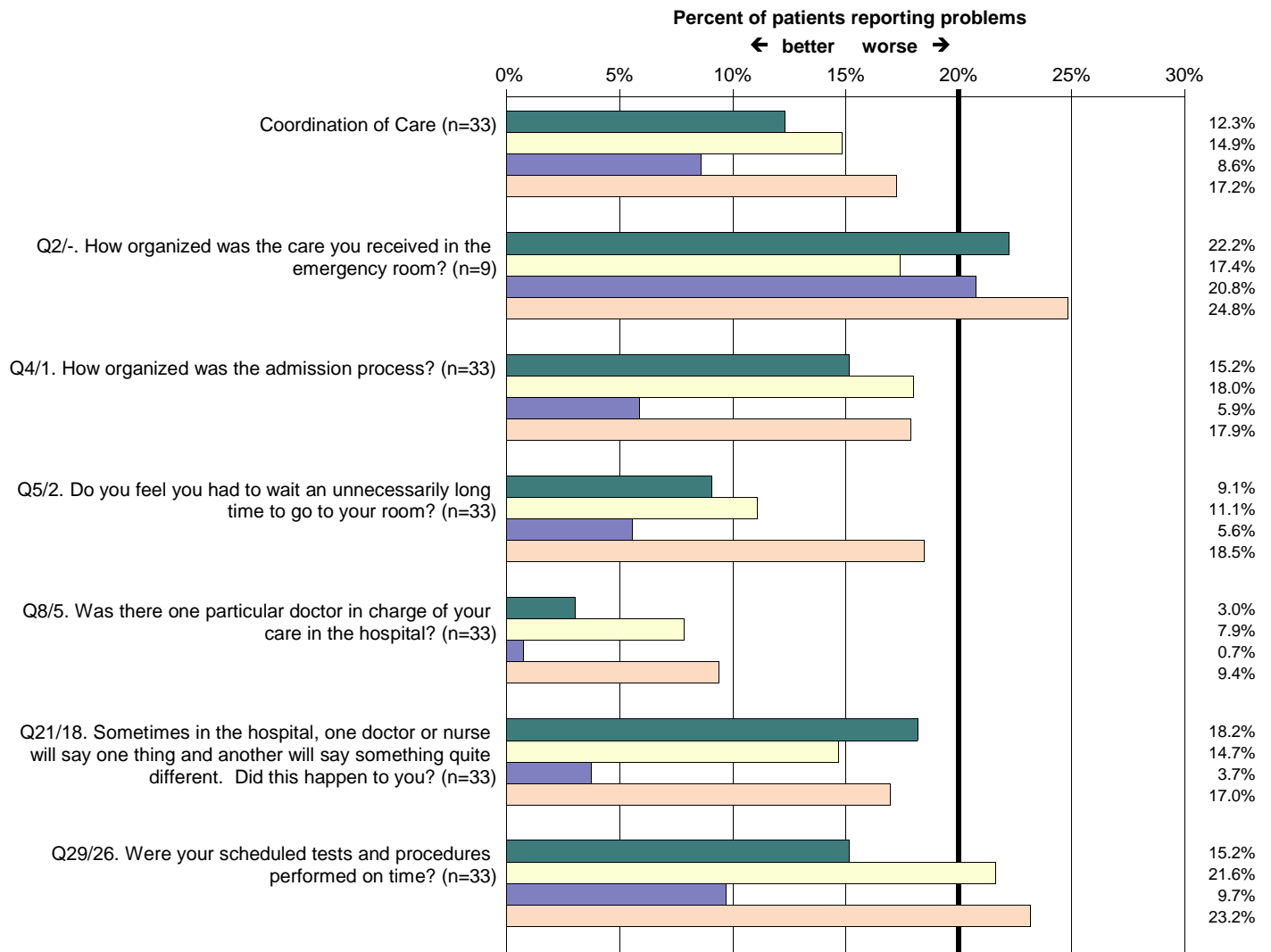
Patients discharged: July 2001 - September 2001

OAFB Surgery  
 MHS average  
 Picker Teaching benchmark  
 Picker Teaching average

# 55th Medical Group - Offutt Air Force Base

## Adult Inpatient Survey - Surgery Comparisons

### Coordination of Care



\* Significantly different from OAFB problem score

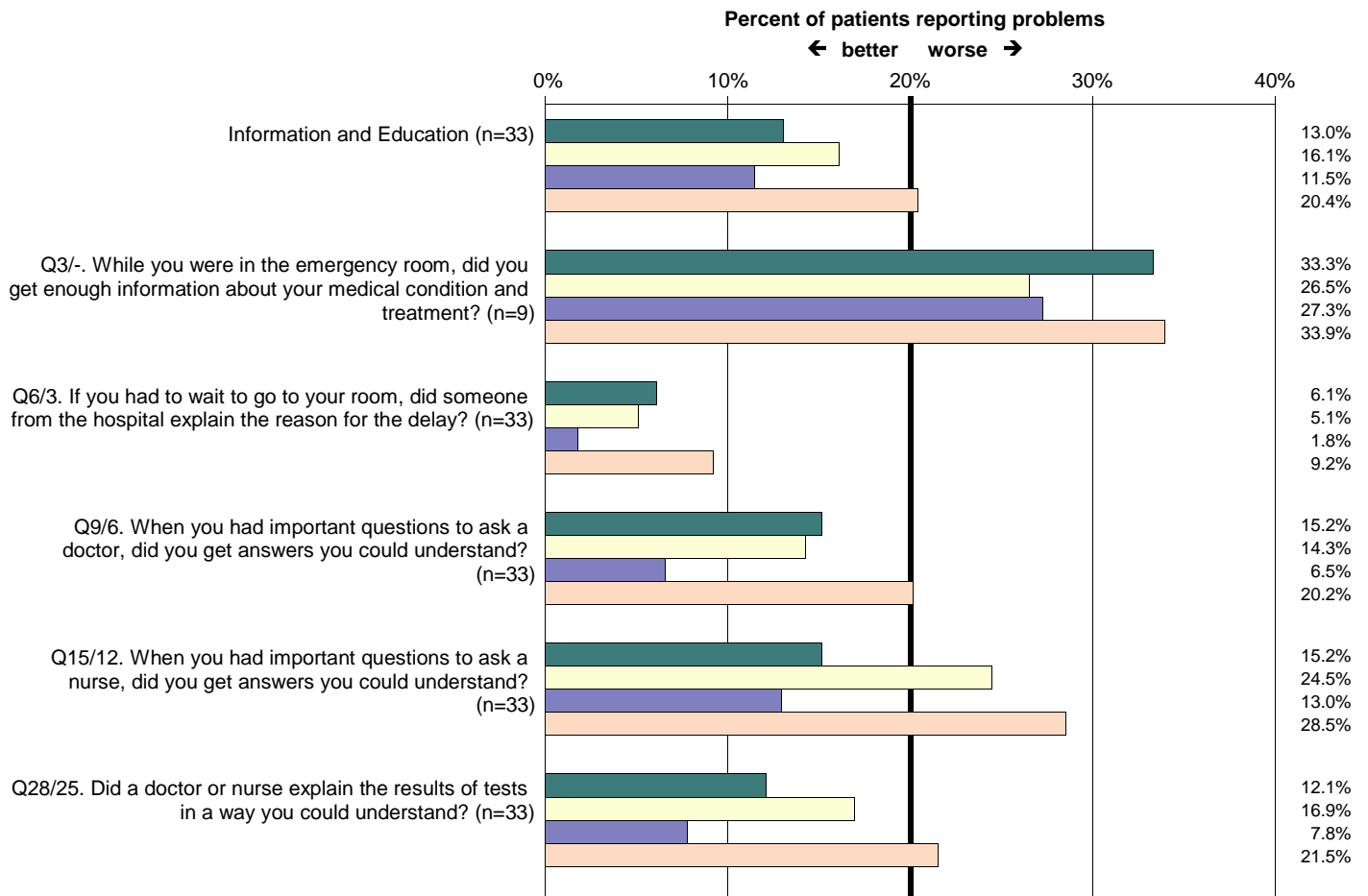
Patients discharged: July 2001 - September 2001

OAFB Surgery  
 MHS average  
 Picker Teaching benchmark  
 Picker Teaching average

# 55th Medical Group - Offutt Air Force Base

## Adult Inpatient Survey - Surgery Comparisons

### Information and Education



\* Significantly different from OAFB problem score

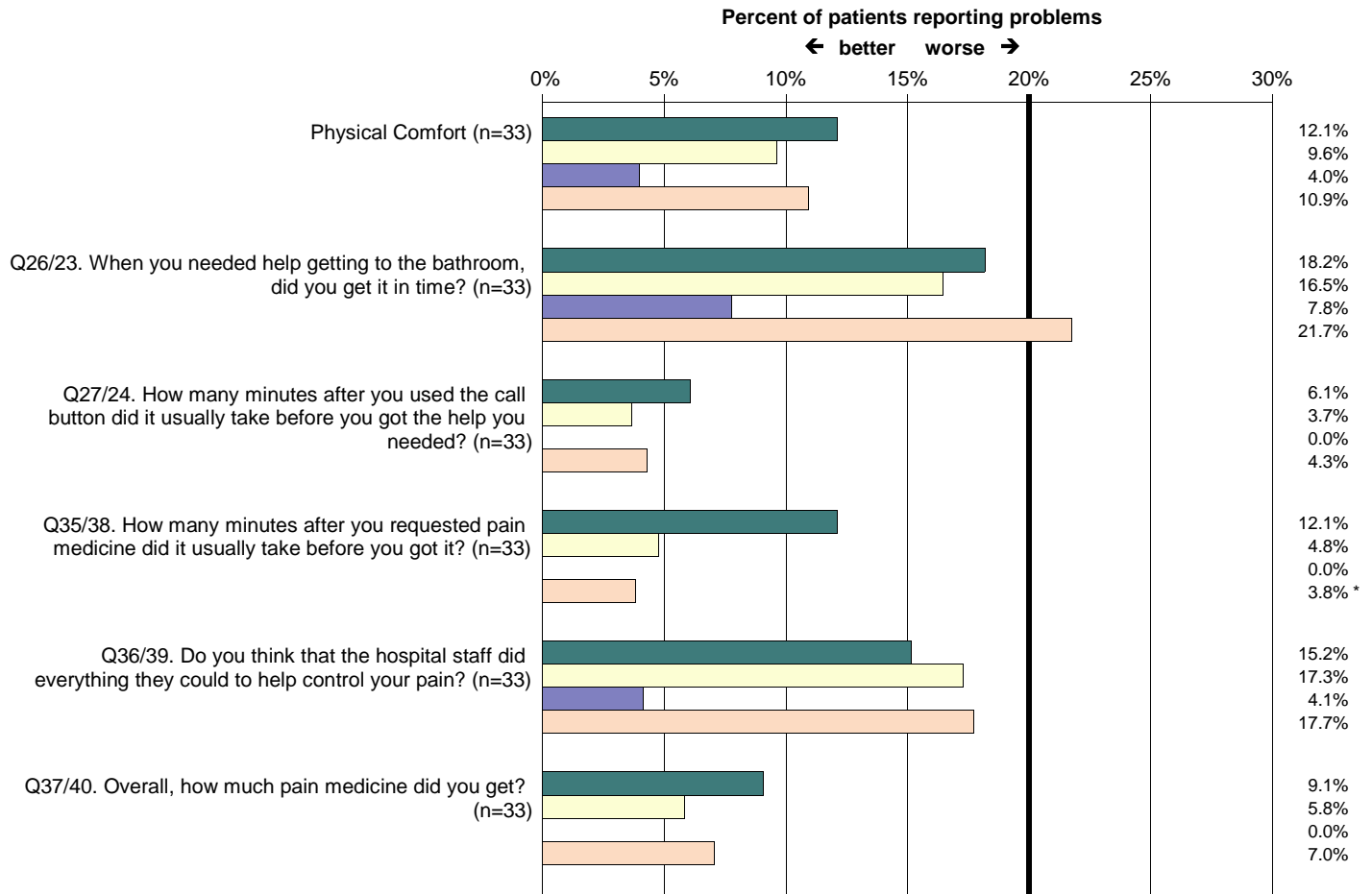
Patients discharged: July 2001 - September 2001

OAFB Surgery  
 MHS average  
 Picker Teaching benchmark  
 Picker Teaching average

# 55th Medical Group - Offutt Air Force Base

## Adult Inpatient Survey - Surgery Comparisons

### Physical Comfort



\* Significantly different from OAFB problem score

Patients discharged: July 2001 - September 2001

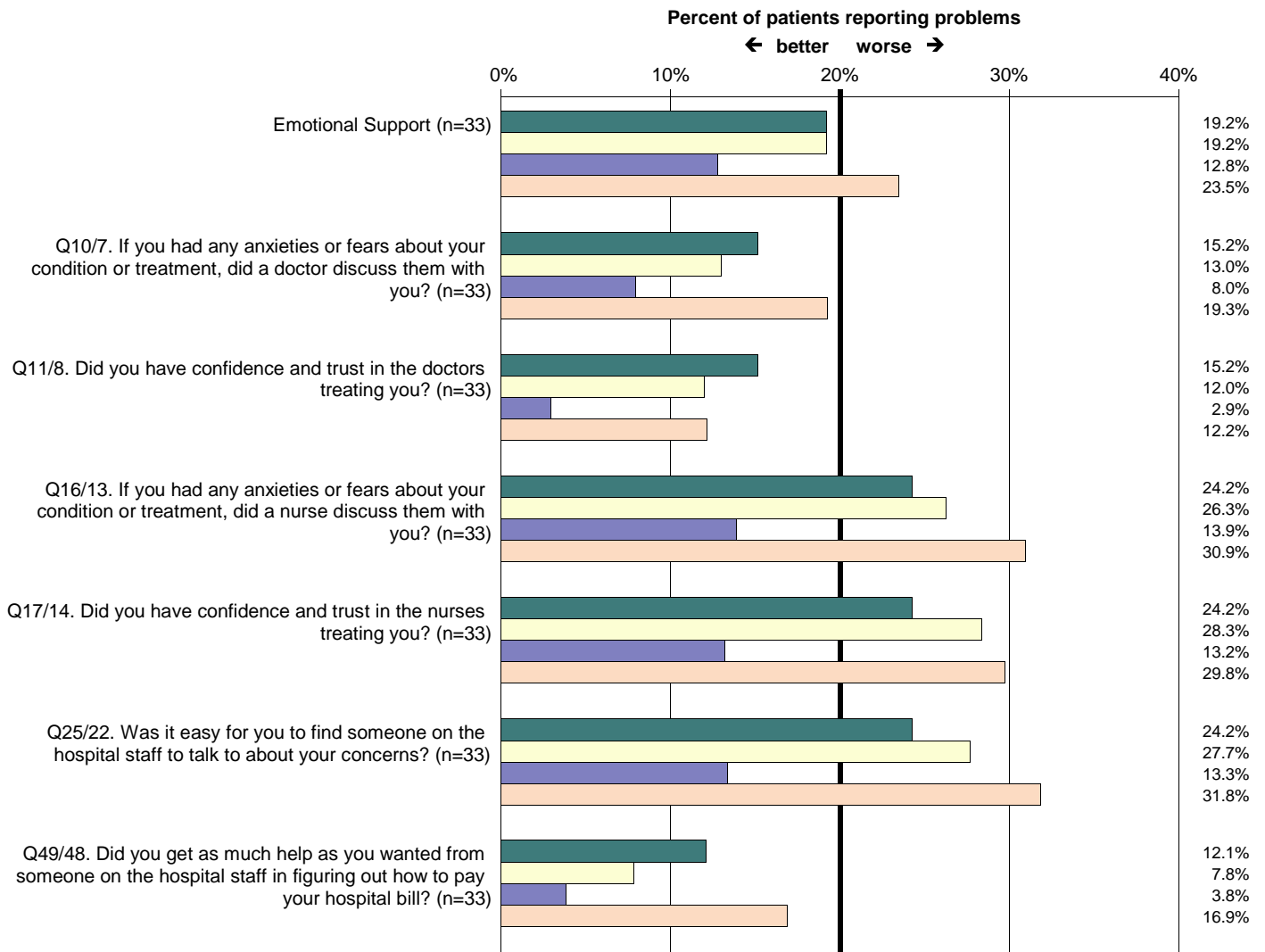
OAFB Surgery  
 MHS average  
 Picker Teaching benchmark  
 Picker Teaching average



# 55th Medical Group - Offutt Air Force Base

## Adult Inpatient Survey - Surgery Comparisons

### Emotional Support



\* Significantly different from OAFB problem score

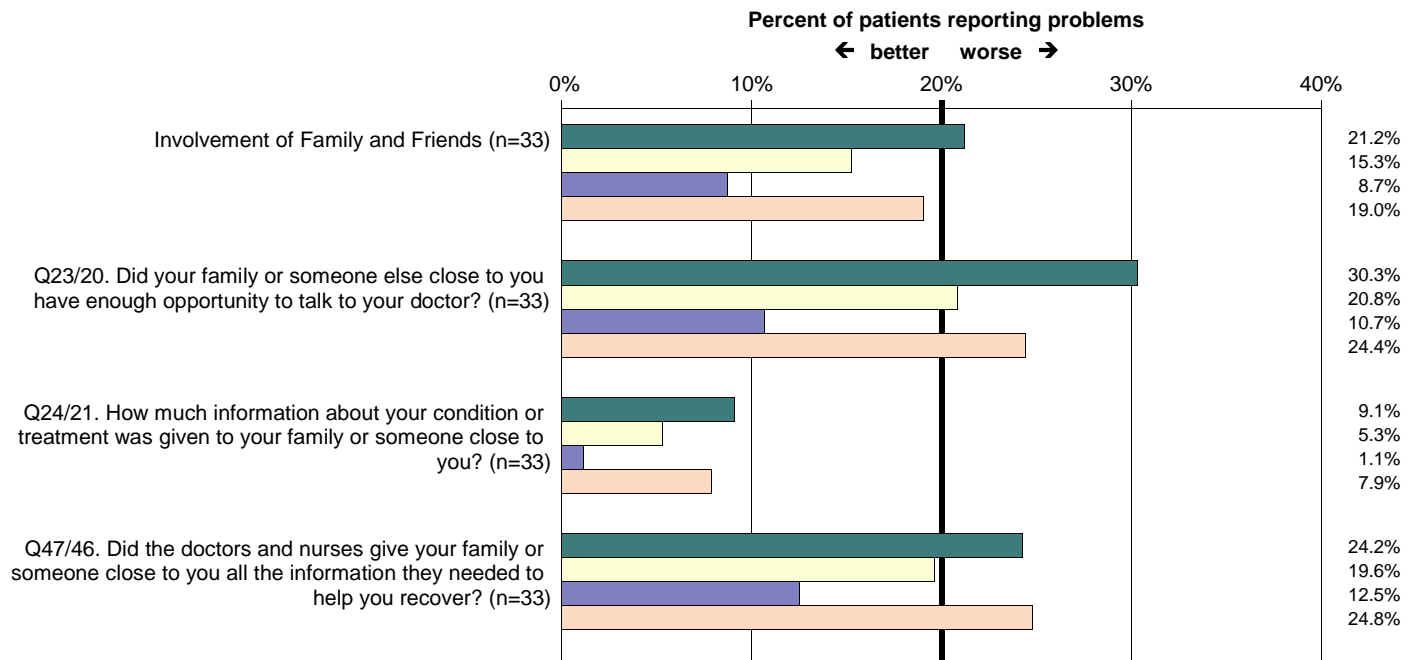
Patients discharged: July 2001 - September 2001

OAFB Surgery  
 MHS average  
 Picker Teaching benchmark  
 Picker Teaching average

# 55th Medical Group - Offutt Air Force Base

## Adult Inpatient Survey - Surgery Comparisons

### Involvement of Family and Friends



\* Significantly different from OAFB problem score

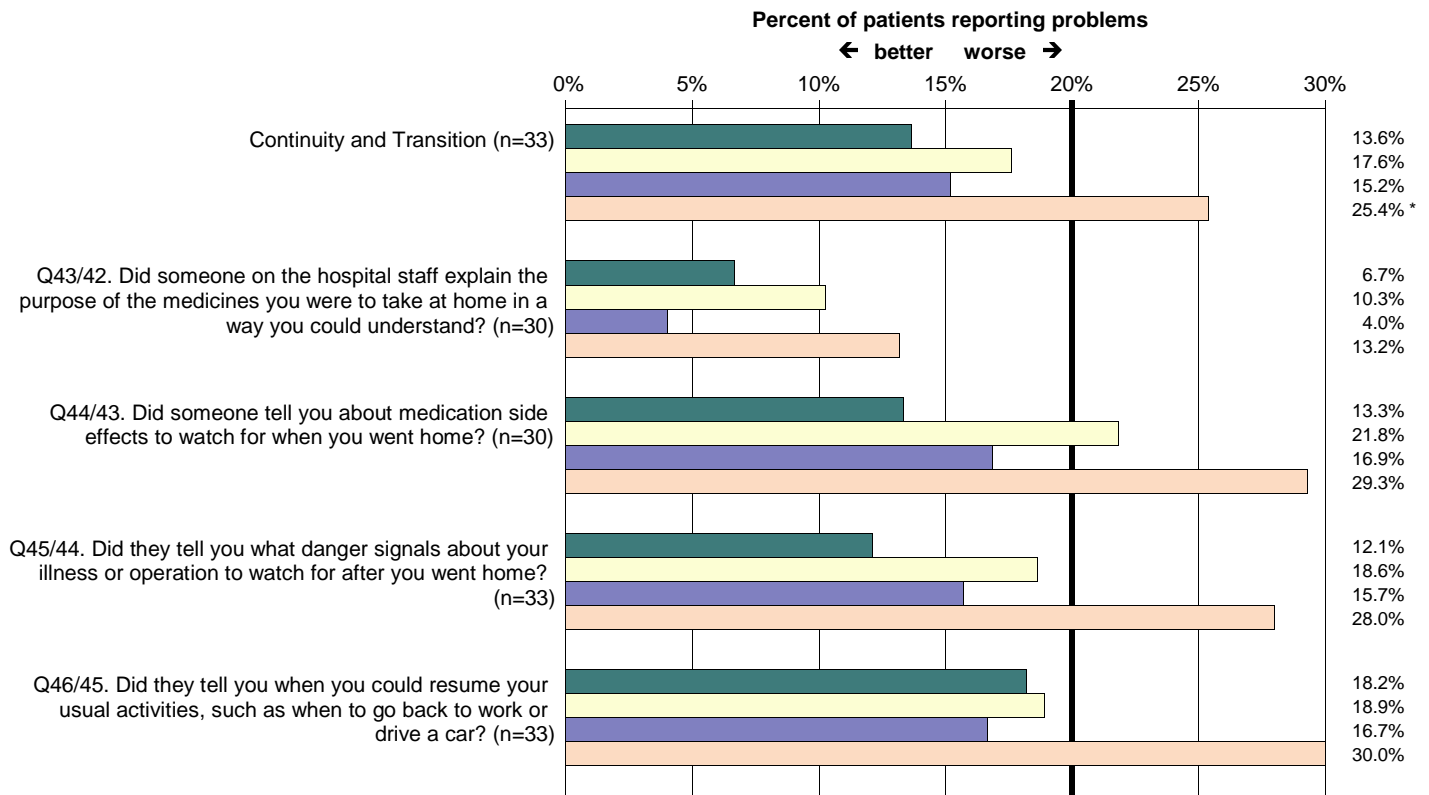
Patients discharged: July 2001 - September 2001

■ OAFB Surgery  
■ MHS average  
■ Picker Teaching benchmark  
■ Picker Teaching average

# 55th Medical Group - Offutt Air Force Base

## Adult Inpatient Survey - Surgery Comparisons

### Continuity and Transition



\* Significantly different from OAFB problem score

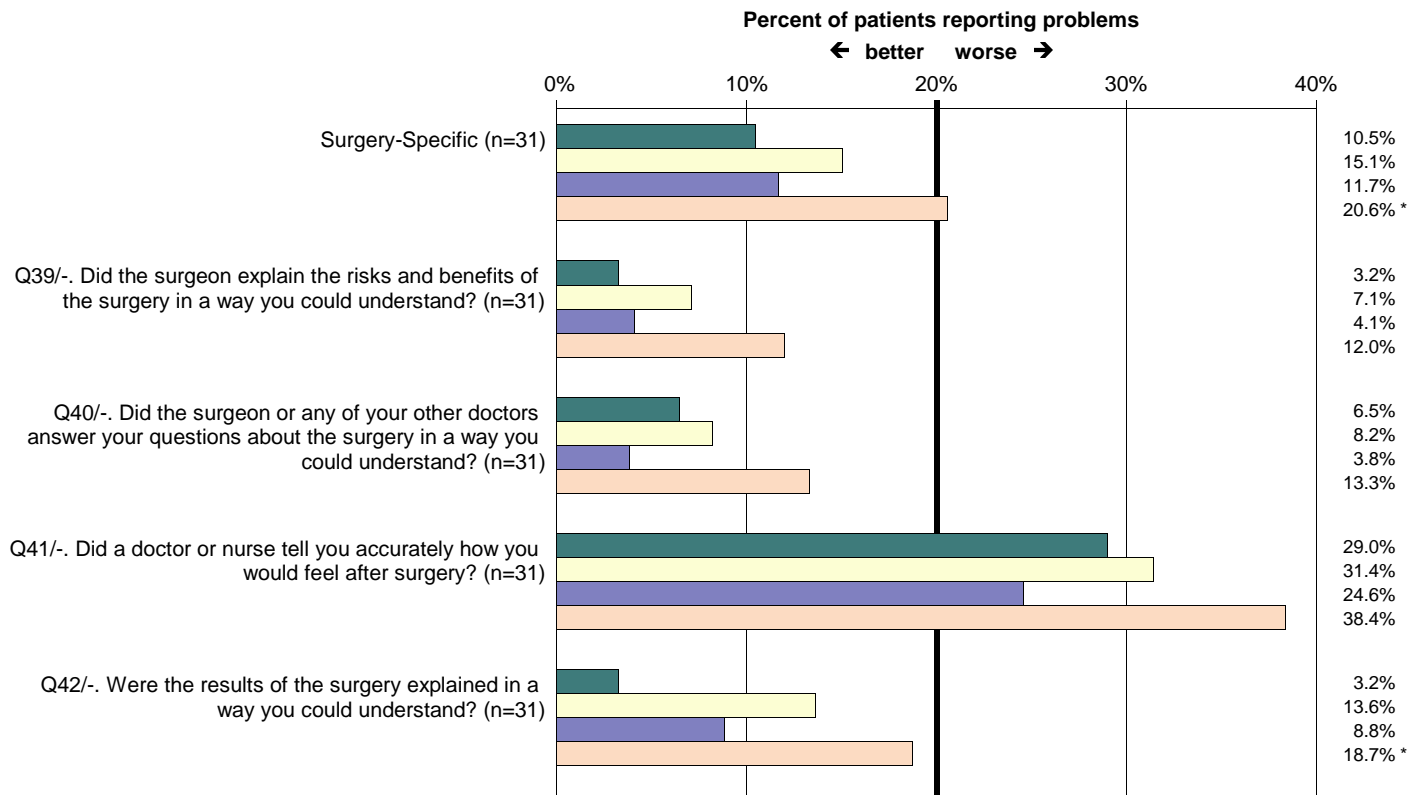
Patients discharged: July 2001 - September 2001

OAFB Surgery  
 MHS average  
 Picker Teaching benchmark  
 Picker Teaching average

# 55th Medical Group - Offutt Air Force Base

## Adult Inpatient Survey - Surgery Comparisons

### Surgery-Specific



\* Significantly different from OAFB problem score

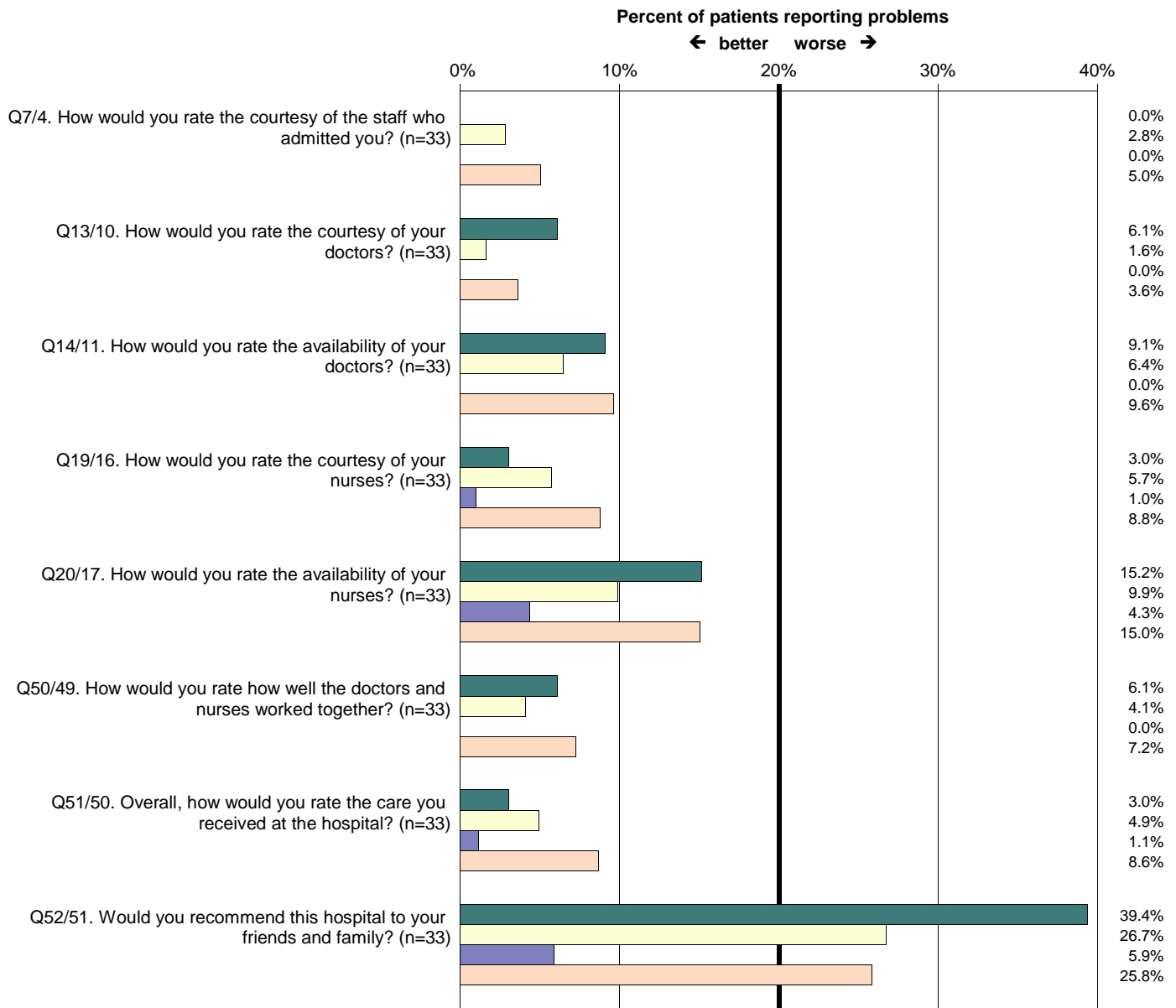
Patients discharged: July 2001 - September 2001

■ OAFB Surgery  
■ MHS average  
■ Picker Teaching benchmark  
■ Picker Teaching average

# 55th Medical Group - Offutt Air Force Base

## Adult Inpatient Survey - Surgery Comparisons

### Overall Impression



\* Significantly different from OAFB problem score

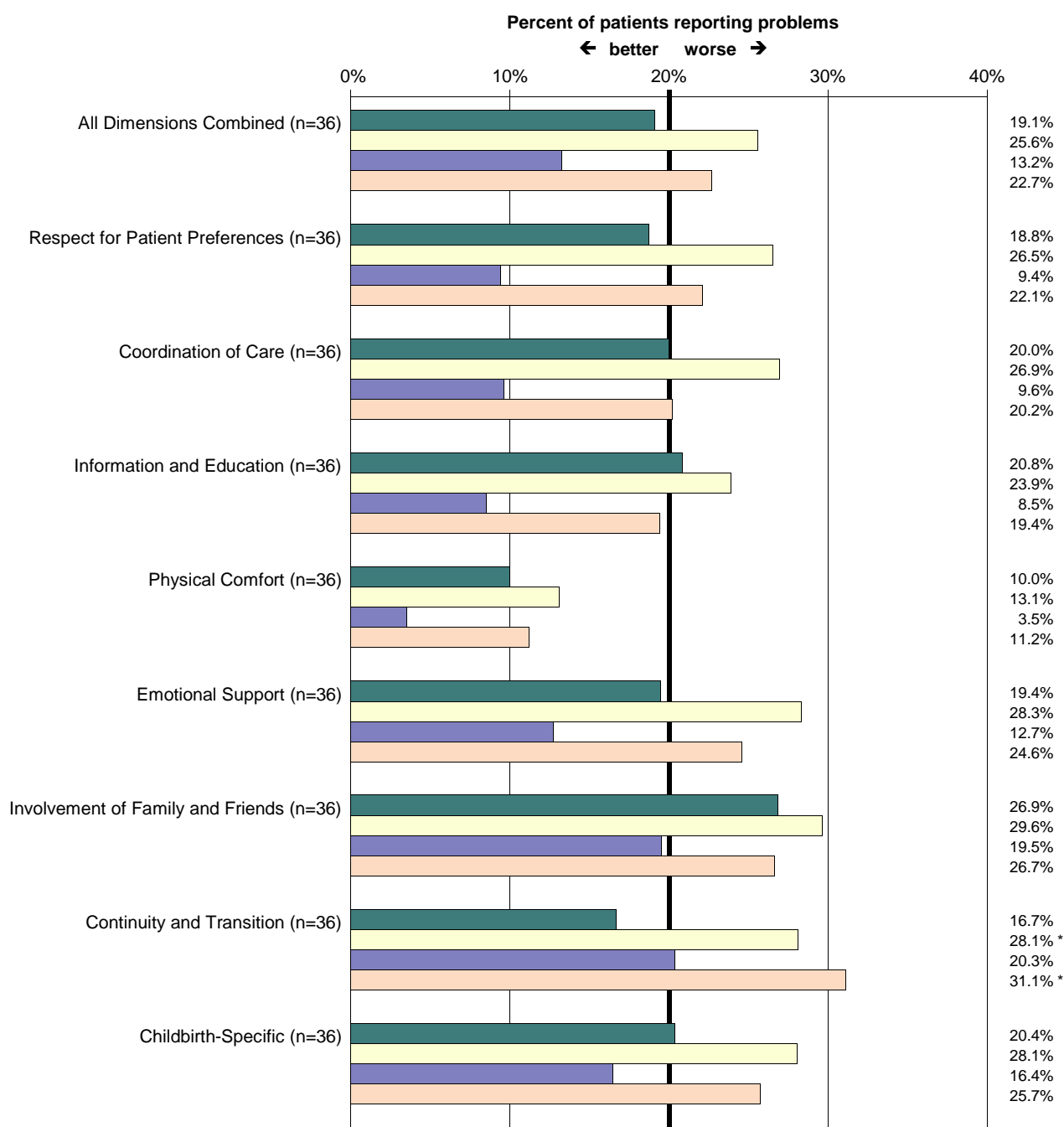
Patients discharged: July 2001 - September 2001

OAFB Surgery  
 MHS average  
 Picker Teaching benchmark  
 Picker Teaching average

# 55th Medical Group - Offutt Air Force Base

## Adult Inpatient Survey - Childbirth Comparisons

### Dimensions



\* Significantly different from OAFB problem score

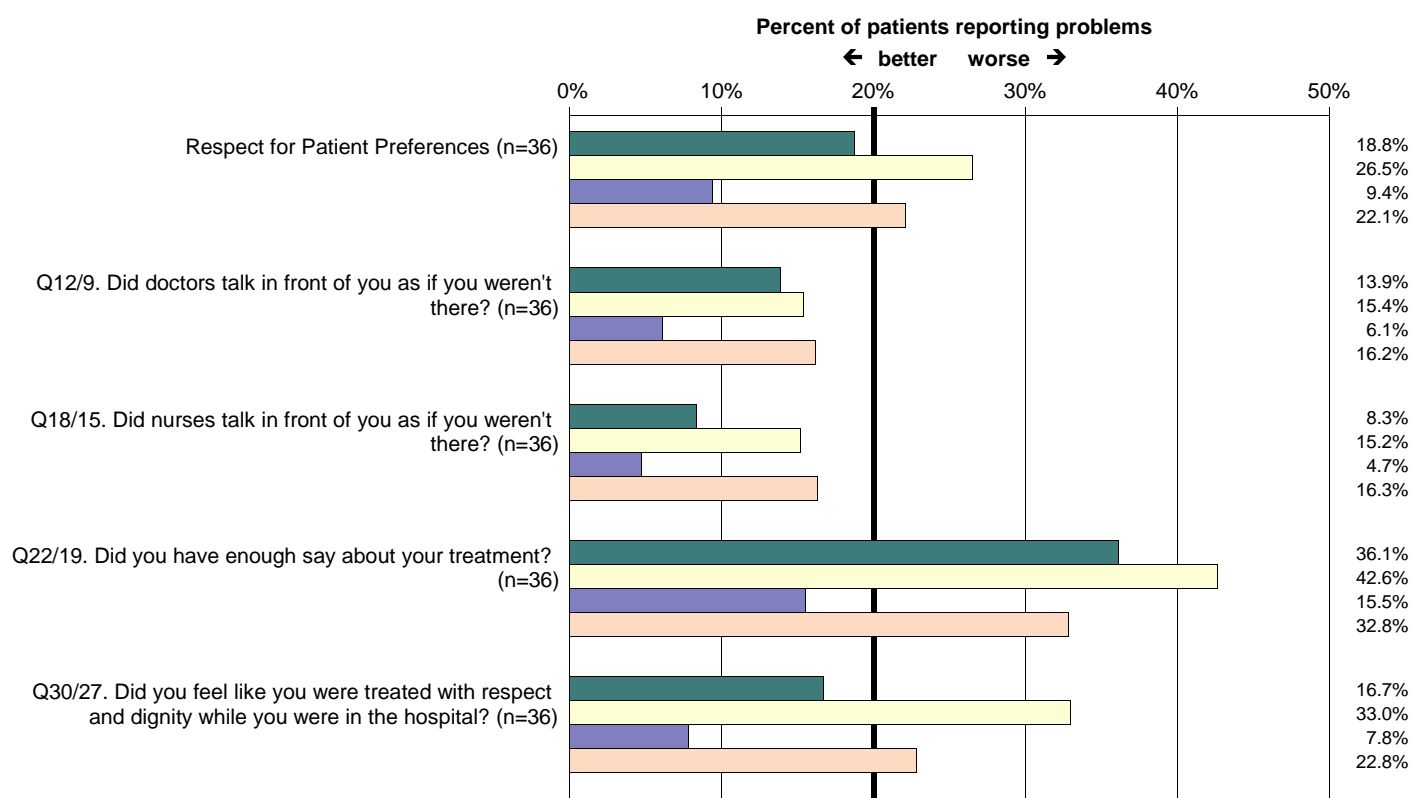
Patients discharged: July 2001 - September 2001

OAFB Childbirth  
 MHS average  
 Picker Teaching benchmark  
 Picker Teaching average

# 55th Medical Group - Offutt Air Force Base

## Adult Inpatient Survey - Childbirth Comparisons

### Respect for Patient Preferences



\* Significantly different from OAFB problem score

Patients discharged: July 2001 - September 2001

OAFB Childbirth  
 MHS average  
 Picker Teaching benchmark  
 Picker Teaching average

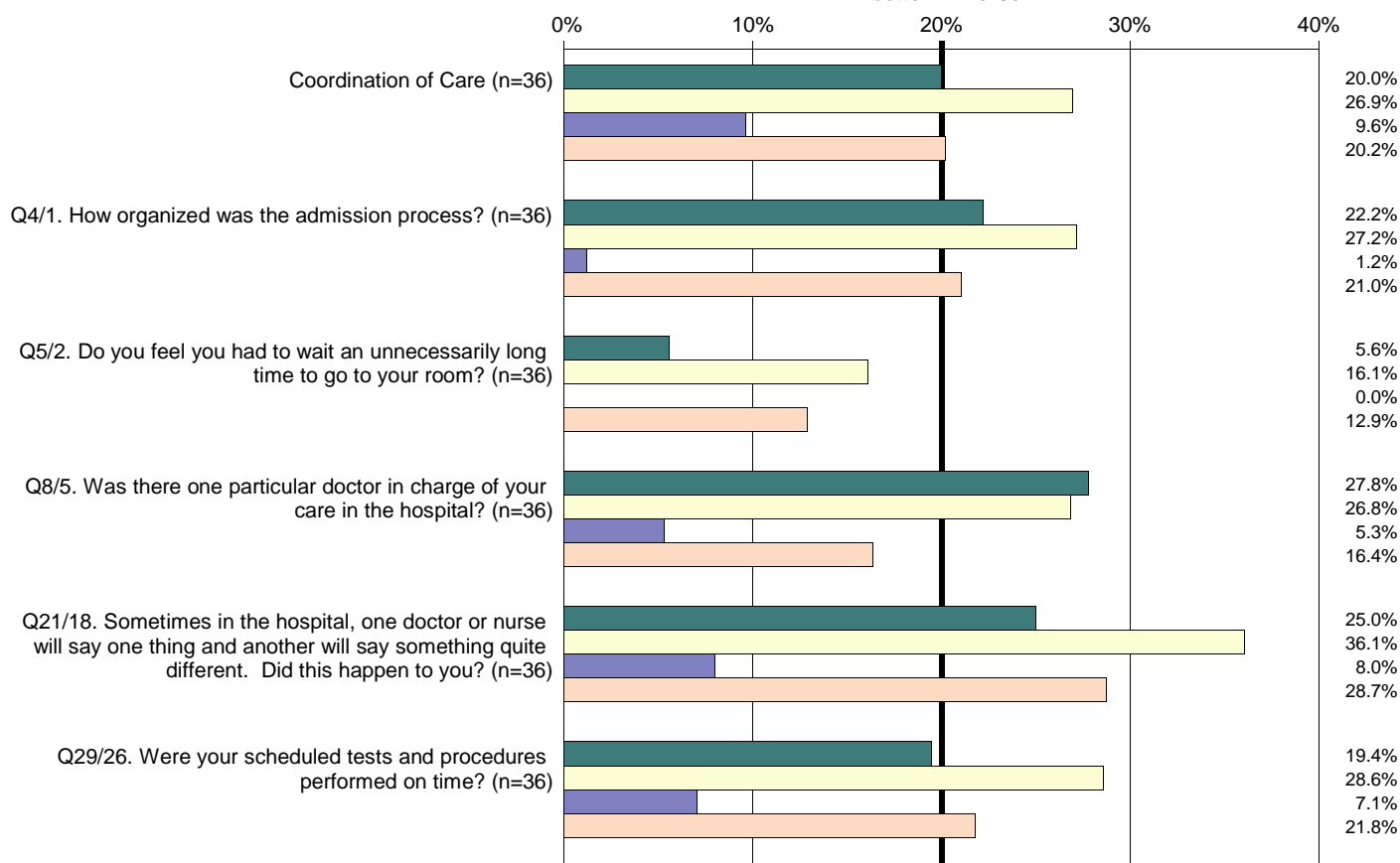
# 55th Medical Group - Offutt Air Force Base

## Adult Inpatient Survey - Childbirth Comparisons

### Coordination of Care

Percent of patients reporting problems

← better worse →



\* Significantly different from OAFB problem score

Patients discharged: July 2001 - September 2001

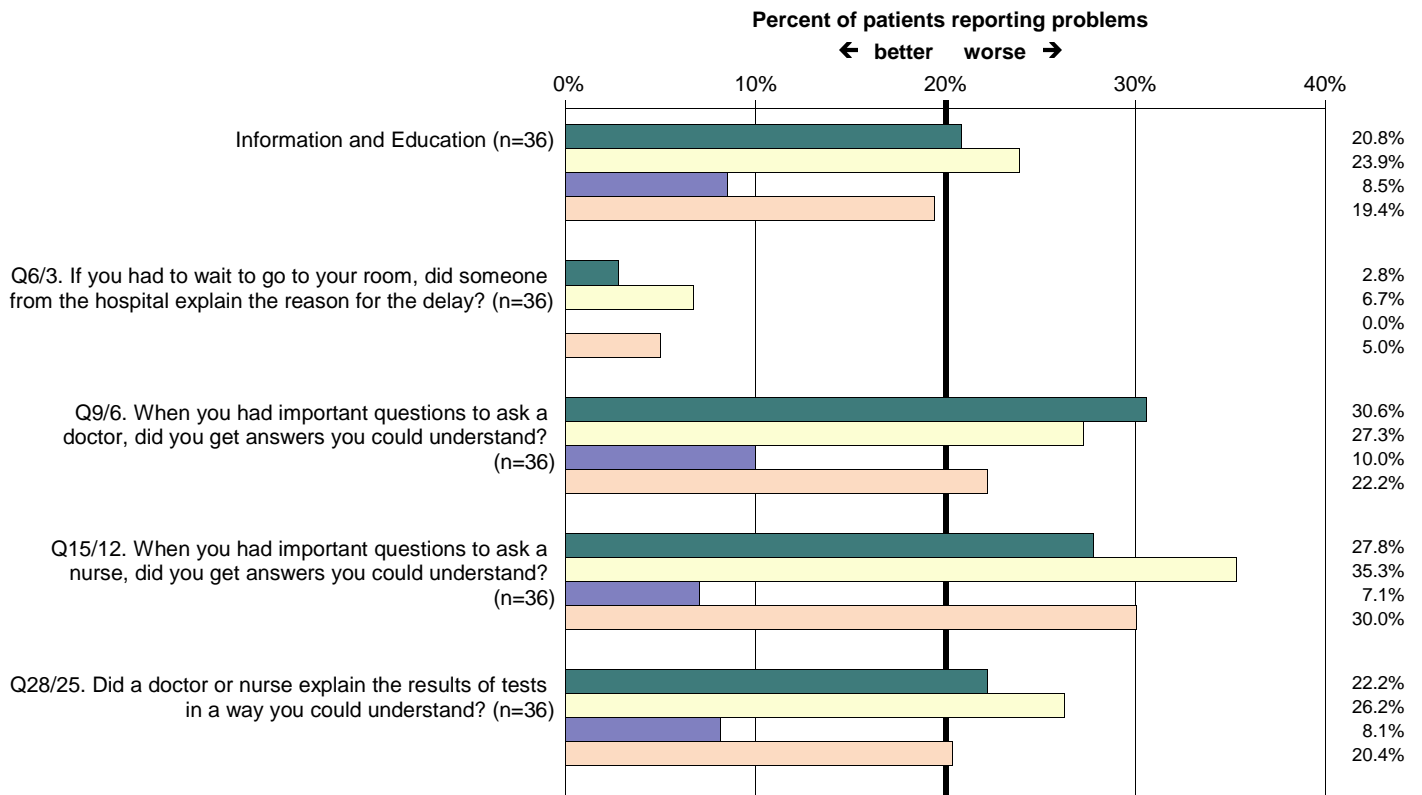
OAFB Childbirth  
 MHS average  
 Picker Teaching benchmark  
 Picker Teaching average



# 55th Medical Group - Offutt Air Force Base

## Adult Inpatient Survey - Childbirth Comparisons

### Information and Education



\* Significantly different from OAFB problem score

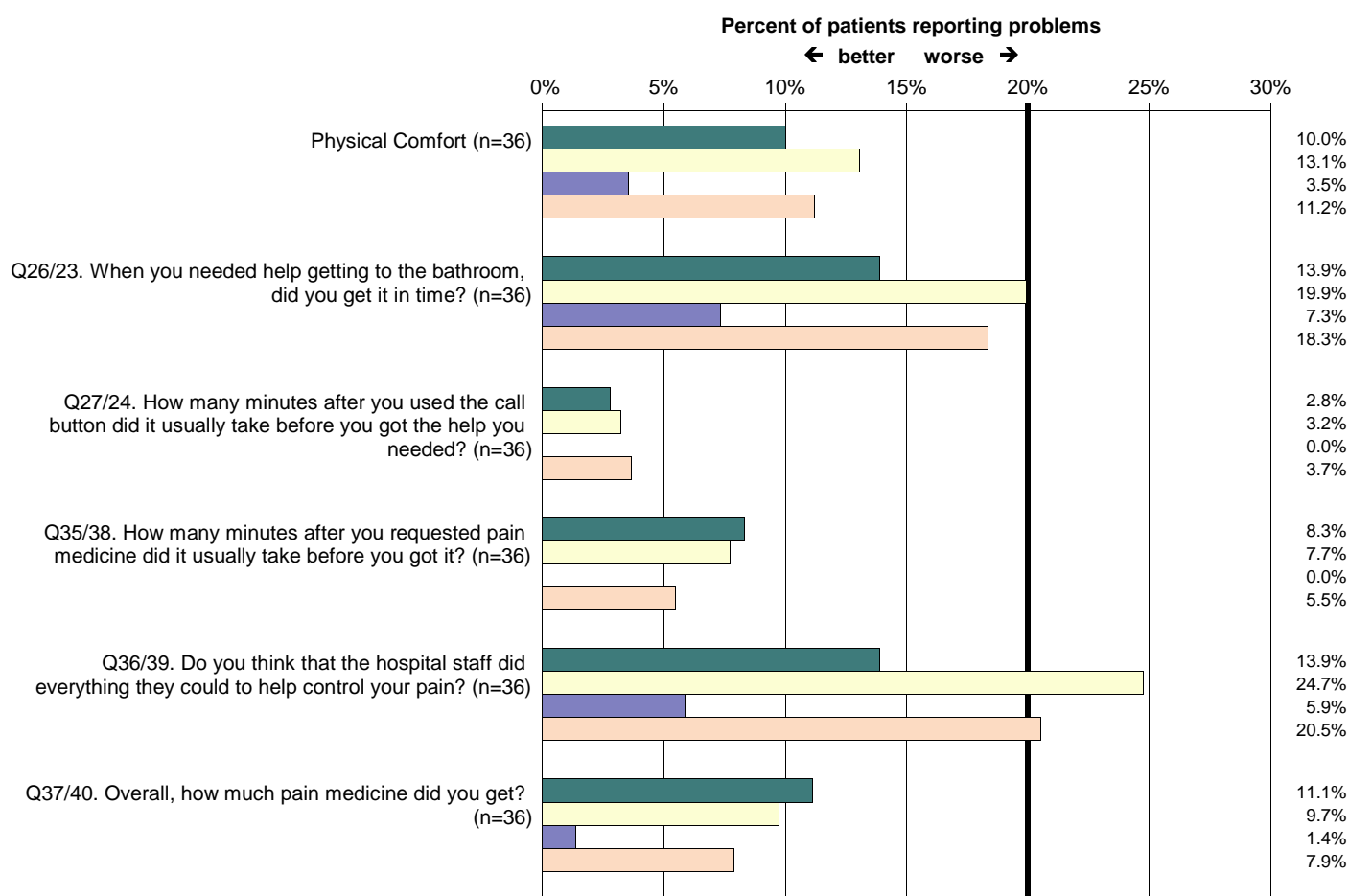
Patients discharged: July 2001 - September 2001

OAFB Childbirth  
 MHS average  
 Picker Teaching benchmark  
 Picker Teaching average

# 55th Medical Group - Offutt Air Force Base

## Adult Inpatient Survey - Childbirth Comparisons

### Physical Comfort



\* Significantly different from OAFB problem score

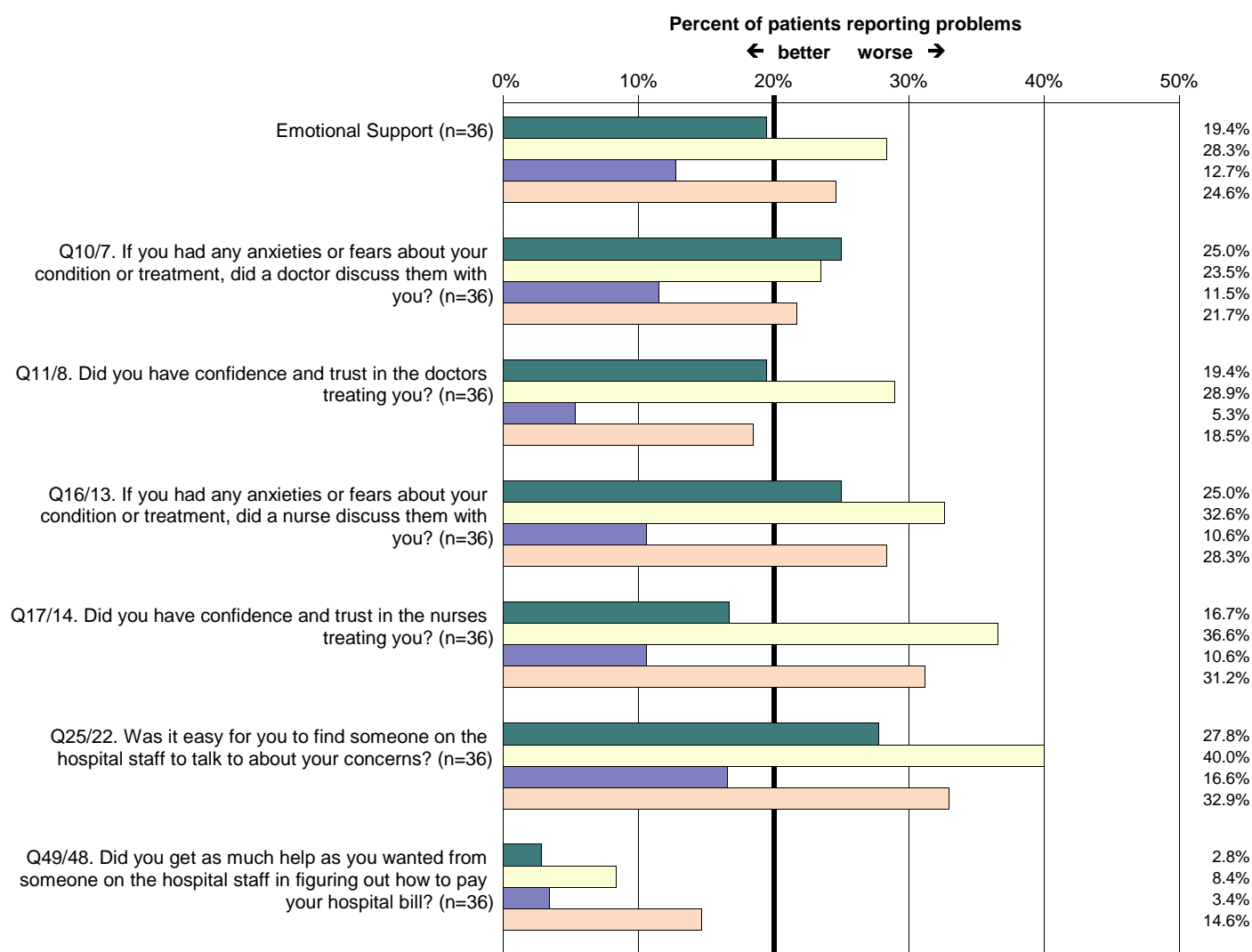
Patients discharged: July 2001 - September 2001

OAFB Childbirth  
 MHS average  
 Picker Teaching benchmark  
 Picker Teaching average

# 55th Medical Group - Offutt Air Force Base

## Adult Inpatient Survey - Childbirth Comparisons

### Emotional Support



\* Significantly different from OAFB problem score

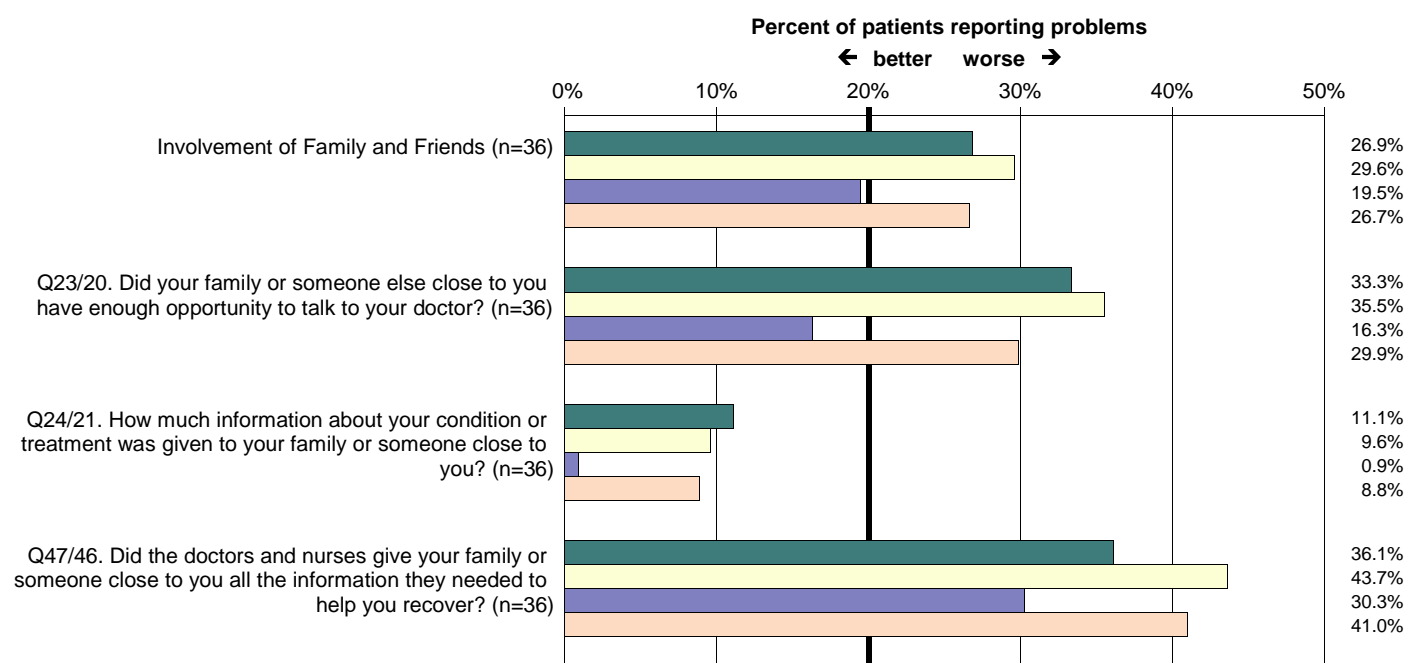
Patients discharged: July 2001 - September 2001

OAFB Childbirth  
 MHS average  
 Picker Teaching benchmark  
 Picker Teaching average

# 55th Medical Group - Offutt Air Force Base

## Adult Inpatient Survey - Childbirth Comparisons

### Involvement of Family and Friends



\* Significantly different from OAFB problem score

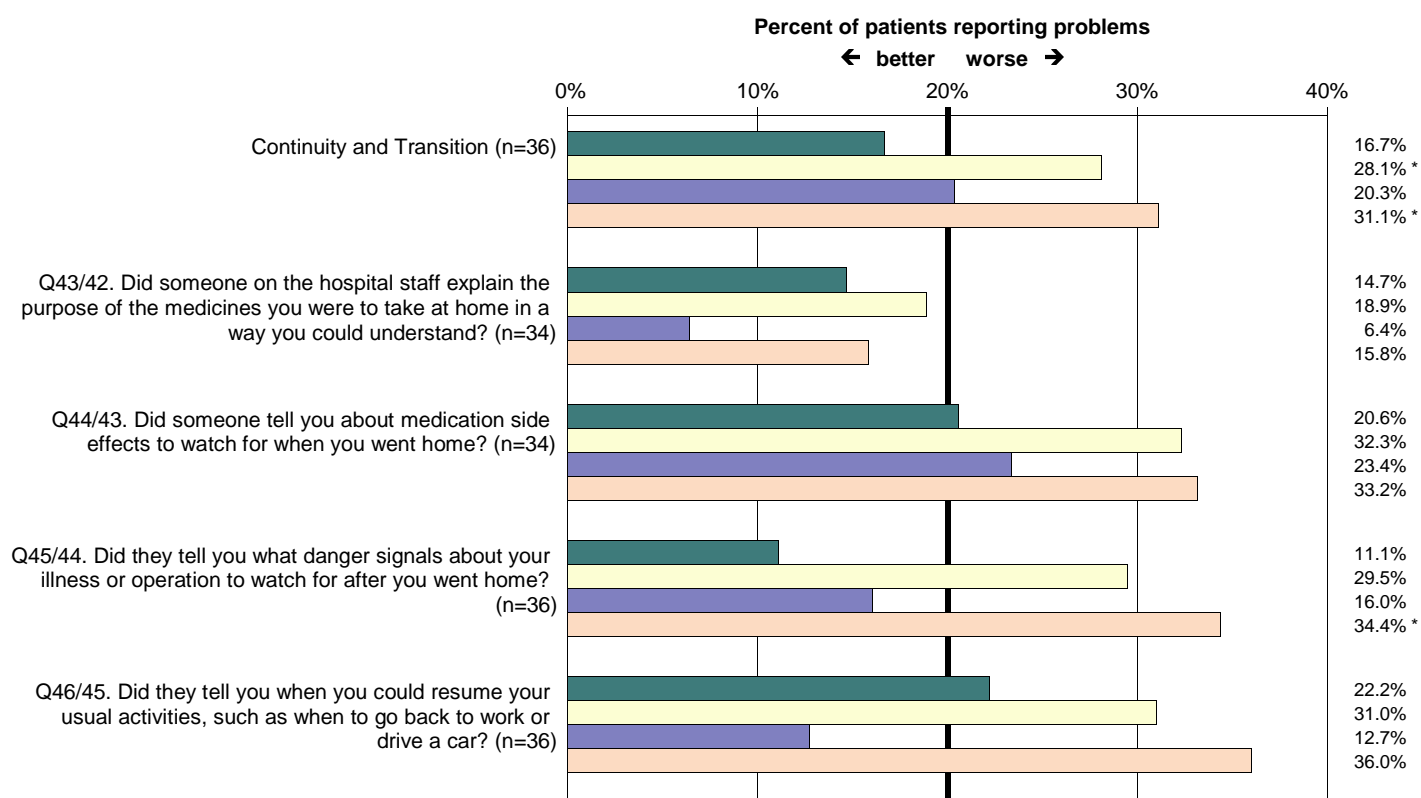
Patients discharged: July 2001 - September 2001

■ OAFB Childbirth  
■ MHS average  
■ Picker Teaching benchmark  
■ Picker Teaching average

# 55th Medical Group - Offutt Air Force Base

## Adult Inpatient Survey - Childbirth Comparisons

### Continuity and Transition



\* Significantly different from OAFB problem score

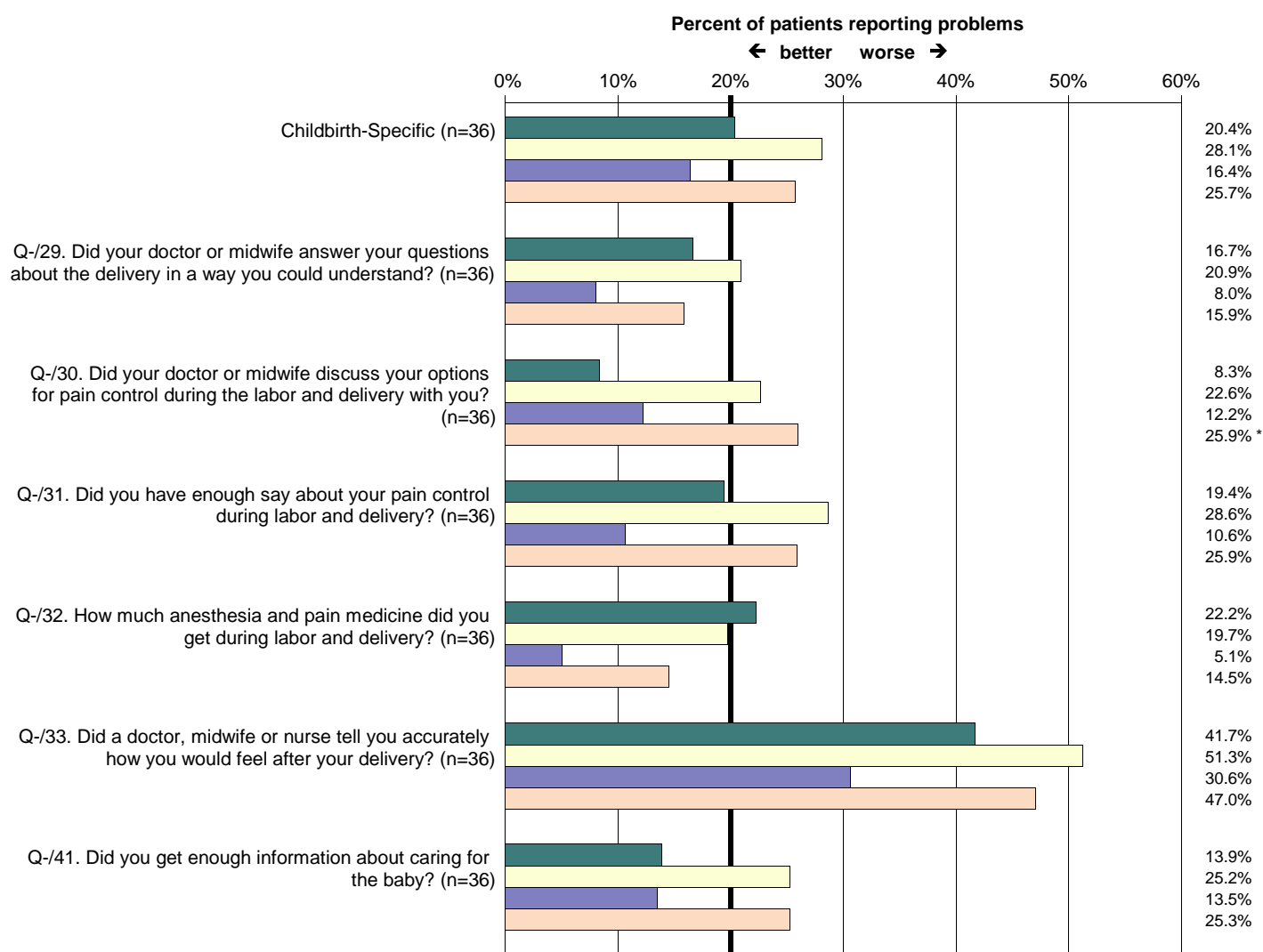
Patients discharged: July 2001 - September 2001

OAFB Childbirth  
 MHS average  
 Picker Teaching benchmark  
 Picker Teaching average

# 55th Medical Group - Offutt Air Force Base

## Adult Inpatient Survey - Childbirth Comparisons

### Childbirth-Specific



\* Significantly different from OAFB problem score

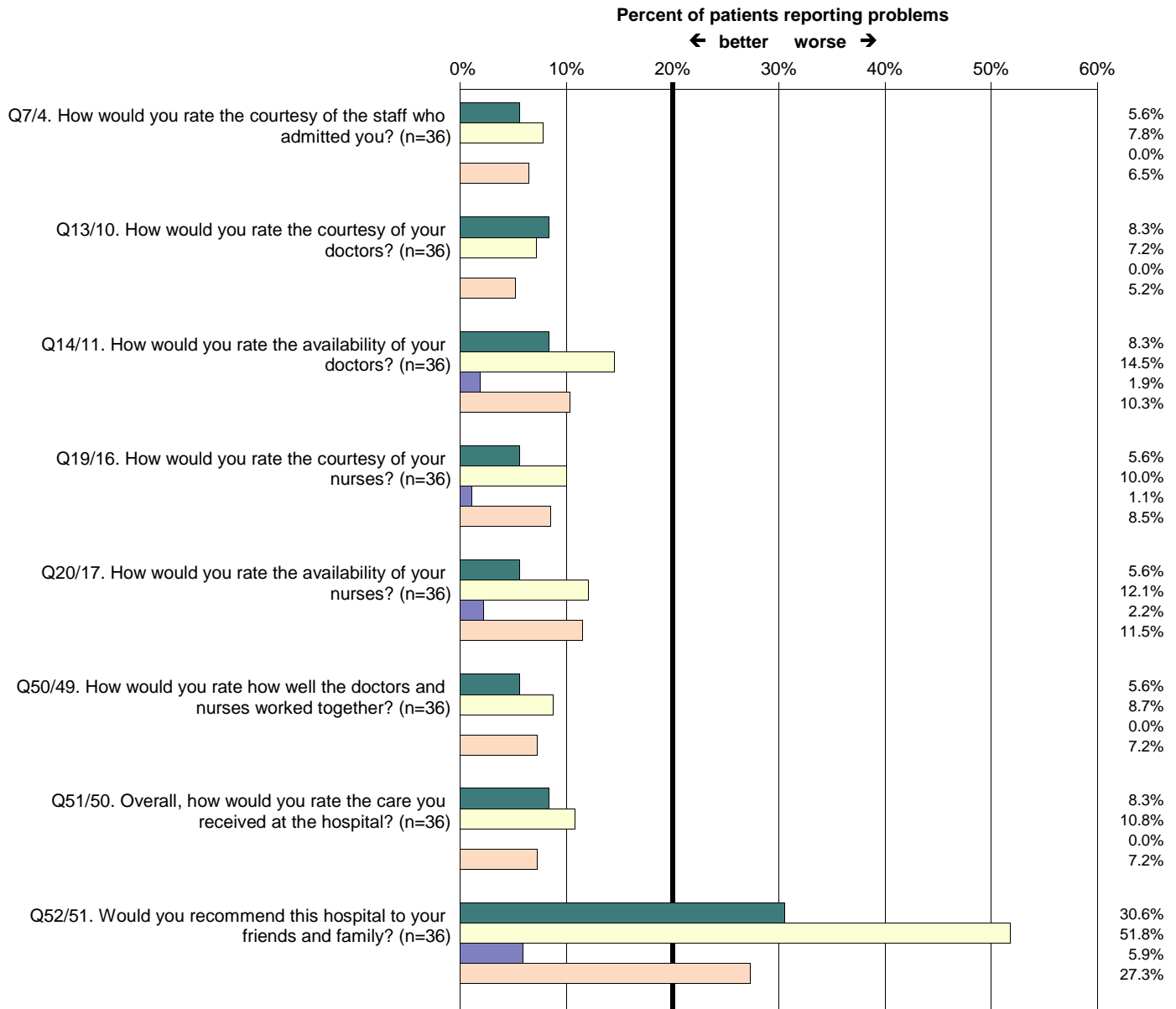
Patients discharged: July 2001 - September 2001

OAFB Childbirth  
 MHS average  
 Picker Teaching benchmark  
 Picker Teaching average

# 55th Medical Group - Offutt Air Force Base

## Adult Inpatient Survey - Childbirth Comparisons

### Overall Impression



\* Significantly different from OAFB problem score

Patients discharged: July 2001 - September 2001

OAFB Childbirth  
 MHS average  
 Picker Teaching benchmark  
 Picker Teaching average

## 55th Medical Group - Offutt Air Force Base

### Adult Inpatient Survey - Overall Comparisons

<b><i>Dimensions</i></b>	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>All Dimensions Combined</b>	18.8%	96	0.807	High	20.5%	12.5%	21.9%
<b>Respect for Patient Preferences</b>	18.2%	96	0.702	High	21.5%	10.9%	21.1%
<b>Coordination of Care</b>	18.0%	96	0.595	High	20.7%	10.5%	20.7%
<b>Information and Education</b>	18.2%	96	0.723	High	21.7%	12.8%	22.9%
<b>Physical Comfort</b>	11.9%	96	0.668	High	10.4%	5.0%	10.7%
<b>Emotional Support</b>	20.7%	96	0.711	Top	24.2%	15.6%	25.4%
<b>Involvement of Family and Friends</b>	25.0%	96	0.652	Top	21.3%	9.4%	22.1%
<b>Continuity and Transition</b>	19.8%	96	0.708	High	23.3%	16.1%	28.7% *
<b>Surgery-Specific</b>	10.5%	31	0.366	Low	15.1%	11.7%	20.6% *
<b>Childbirth-Specific</b>	20.4%	36	0.764	Top	28.1%	16.4%	25.7%

\* Significantly different from OAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score $\geq$ 20% and corr. $\geq$ 0.4 High Priority: score $<$ 20% and corr. $\geq$ 0.4 Medium Priority: score $\geq$ 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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## 55th Medical Group - Offutt Air Force Base

### Adult Inpatient Survey - Overall Comparisons

<b><i>Respect for Patient Preferences</i></b>	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Respect for Patient Preferences</b>	18.2%	96	0.702	High	21.5%	10.9%	21.1%
<b>Q12/9. Did doctors talk in front of you as if you weren't there?</b>	11.5%	96	0.437	High	13.5%	4.2%	14.5%
<b>Q18/15. Did nurses talk in front of you as if you weren't there?</b>	8.3%	96	0.265	Low	12.5%	4.9%	14.6%
<b>Q22/19. Did you have enough say about your treatment?</b>	35.4%	96	0.531	Top	38.5%	23.9%	36.4%
<b>Q30/27. Did you feel like you were treated with respect and dignity while you were in the hospital?</b>	17.7%	96	0.754	High	21.5%	5.1%	19.0%

\* Significantly different from OAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score $\geq$ 20% and corr. $\geq$ 0.4 High Priority: score $<$ 20% and corr. $\geq$ 0.4 Medium Priority: score $\geq$ 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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## 55th Medical Group - Offutt Air Force Base

### Adult Inpatient Survey - Overall Comparisons

<b>Coordination of Care</b>	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Coordination of Care</b>	18.0%	96	0.595	High	20.7%	10.5%	20.7%
<b>Q2/-</b> . How organized was the care you received in the emergency room?	12.5%	32	0.460	High	20.3%	7.8%	25.3%
<b>Q4/1</b> . How organized was the admission process?	17.7%	96	0.420	High	21.6%	8.0%	21.0%
<b>Q5/2</b> . Do you feel you had to wait an unnecessarily long time to go to your room?	16.7%	96	0.360	Low	17.4%	6.6%	23.0%
<b>Q8/5</b> . Was there one particular doctor in charge of your care in the hospital?	15.6%	96	0.204	Low	16.5%	1.7%	12.9%
<b>Q21/18</b> . Sometimes in the hospital, one doctor or nurse will say one thing and another will say something quite different. Did this happen to you?	22.9%	96	0.477	Top	22.7%	8.5%	21.6%
<b>Q29/26</b> . Were your scheduled tests and procedures performed on time?	20.8%	96	0.281	Med	25.6%	0.0%	25.3%

\* Significantly different from OAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score $\geq$ 20% and corr. $\geq$ 0.4 High Priority: score $<$ 20% and corr. $\geq$ 0.4 Medium Priority: score $\geq$ 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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## 55th Medical Group - Offutt Air Force Base

### Adult Inpatient Survey - Overall Comparisons

<b>Information and Education</b>	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Information and Education	18.2%	96	0.723	High	21.7%	12.8%	22.9%
Q3/-. While you were in the emergency room, did you get enough information about your medical condition and treatment?	17.6%	34	0.597	High	32.7%	15.4%	38.5% *
Q6/3. If you had to wait to go to your room, did someone from the hospital explain the reason for the delay?	6.3%	96	0.503	High	8.3%	2.5%	10.4%
Q9/6. When you had important questions to ask a doctor, did you get answers you could understand?	25.0%	96	0.558	Top	22.3%	11.8%	23.8%
Q15/12. When you had important questions to ask a nurse, did you get answers you could understand?	22.9%	96	0.449	Top	28.9%	13.1%	29.4%
Q28/25. Did a doctor or nurse explain the results of tests in a way you could understand?	19.8%	96	0.562	High	23.9%	12.7%	24.8%

\* Significantly different from OAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score $\geq$ 20% and corr. $\geq$ 0.4 High Priority: score $<$ 20% and corr. $\geq$ 0.4 Medium Priority: score $\geq$ 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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## 55th Medical Group - Offutt Air Force Base

### Adult Inpatient Survey - Overall Comparisons

<b>Physical Comfort</b>	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Physical Comfort</b>	11.9%	96	0.668	High	10.4%	5.0%	10.7%
<b>Q26/23. When you needed help getting to the bathroom, did you get it in time?</b>	17.7%	96	0.208	Low	16.2%	8.8%	20.3%
<b>Q27/24. How many minutes after you used the call button did it usually take before you got the help you needed?</b>	3.1%	96	0.283	Low	3.1%	0.0%	4.1%
<b>Q35/38. How many minutes after you requested pain medicine did it usually take before you got it?</b>	10.4%	96	0.569	High	5.9%	0.5%	4.7%
<b>Q36/39. Do you think that the hospital staff did everything they could to help control your pain?</b>	16.7%	96	0.639	High	19.6%	9.1%	17.7%
<b>Q37/40. Overall, how much pain medicine did you get?</b>	11.5%	96	0.481	High	7.1%	1.5%	6.8%

\* Significantly different from OAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score $\geq$ 20% and corr. $\geq$ 0.4 High Priority: score $<$ 20% and corr. $\geq$ 0.4 Medium Priority: score $\geq$ 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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## 55th Medical Group - Offutt Air Force Base

### Adult Inpatient Survey - Overall Comparisons

<b><i>Emotional Support</i></b>	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Emotional Support</b>	20.7%	96	0.711	Top	24.2%	15.6%	25.4%
<b>Q10/7. If you had any anxieties or fears about your condition or treatment, did a doctor discuss them with you?</b>	20.8%	96	0.477	Top	20.5%	11.1%	23.0%
<b>Q11/8. Did you have confidence and trust in the doctors treating you?</b>	17.7%	96	0.663	High	21.0%	6.6%	16.9%
<b>Q16/13. If you had any anxieties or fears about your condition or treatment, did a nurse discuss them with you?</b>	22.9%	96	0.394	Med	29.9%	17.0%	31.6%
<b>Q17/14. Did you have confidence and trust in the nurses treating you?</b>	20.8%	96	0.477	Top	29.8%	14.9%	29.3%
<b>Q25/22. Was it easy for you to find someone on the hospital staff to talk to about your concerns?</b>	33.3%	96	0.597	Top	34.0%	19.4%	33.9%
<b>Q49/48. Did you get as much help as you wanted from someone on the hospital staff in figuring out how to pay your hospital bill?</b>	8.3%	96	0.262	Low	9.8%	0.0%	17.6% *

\* Significantly different from OAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score $\geq$ 20% and corr. $\geq$ 0.4 High Priority: score $<$ 20% and corr. $\geq$ 0.4 Medium Priority: score $\geq$ 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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## 55th Medical Group - Offutt Air Force Base

### Adult Inpatient Survey - Overall Comparisons

<b><i>Involvement of Family and Friends</i></b>	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Involvement of Family and Friends</b>	25.0%	96	0.652	Top	21.3%	9.4%	22.1%
<b>Q23/20. Did your family or someone else close to you have enough opportunity to talk to your doctor?</b>	34.4%	96	0.551	Top	27.8%	15.4%	27.7%
<b>Q24/21. How much information about your condition or treatment was given to your family or someone close to you?</b>	12.5%	96	0.533	High	8.5%	0.9%	9.1%
<b>Q47/46. Did the doctors and nurses give your family or someone close to you all the information they needed to help you recover?</b>	28.1%	96	0.561	Top	27.4%	12.0%	29.5%

\* Significantly different from OAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score $\geq$ 20% and corr. $\geq$ 0.4 High Priority: score $<$ 20% and corr. $\geq$ 0.4 Medium Priority: score $\geq$ 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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## 55th Medical Group - Offutt Air Force Base

### Adult Inpatient Survey - Overall Comparisons

<b><i>Continuity and Transition</i></b>	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Continuity and Transition</b>	19.8%	96	0.708	High	23.3%	16.1%	28.7% *
<b>Q43/42. Did someone on the hospital staff explain the purpose of the medicines you were to take at home in a way you could understand?</b>	11.4%	88	0.579	High	14.0%	3.7%	14.7%
<b>Q44/43. Did someone tell you about medication side effects to watch for when you went home?</b>	18.2%	88	0.570	High	26.0%	17.3%	31.6% *
<b>Q45/44. Did they tell you what danger signals about your illness or operation to watch for after you went home?</b>	18.8%	96	0.568	High	25.6%	15.4%	32.0% *
<b>Q46/45. Did they tell you when you could resume your usual activities, such as when to go back to work or drive a car?</b>	28.1%	96	0.586	Top	26.3%	13.1%	34.4%

\* Significantly different from OAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score $\geq$ 20% and corr. $\geq$ 0.4 High Priority: score $<$ 20% and corr. $\geq$ 0.4 Medium Priority: score $\geq$ 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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## 55th Medical Group - Offutt Air Force Base

### Adult Inpatient Survey - Overall Comparisons

<b><i>Surgery-Specific</i></b>	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Surgery-Specific</b>	10.5%	31	0.366	Low	15.1%	11.7%	20.6% *
<b>Q39/-. Did the surgeon explain the risks and benefits of the surgery in a way you could understand?</b>	3.2%	31		Low	7.1%	4.1%	12.0%
<b>Q40/-. Did the surgeon or any of your other doctors answer your questions about the surgery in a way you could understand?</b>	6.5%	31	-0.131	Low	8.2%	3.8%	13.3%
<b>Q41/-. Did a doctor or nurse tell you accurately how you would feel after surgery?</b>	29.0%	31	0.621	Top	31.4%	24.6%	38.4%
<b>Q42/-. Were the results of the surgery explained in a way you could understand?</b>	3.2%	31	-0.131	Low	13.6%	8.8%	18.7% *

\* Significantly different from OAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score $\geq$ 20% and corr. $\geq$ 0.4 High Priority: score $<$ 20% and corr. $\geq$ 0.4 Medium Priority: score $\geq$ 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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## 55th Medical Group - Offutt Air Force Base

### Adult Inpatient Survey - Overall Comparisons

<b>Childbirth-Specific</b>	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Childbirth-Specific</b>	20.4%	36	0.764	Top	28.1%	16.4%	25.7%
<b>Q-/29. Did your doctor or midwife answer your questions about the delivery in a way you could understand?</b>	16.7%	36	0.549	High	20.9%	8.0%	15.8%
<b>Q-/30. Did your doctor or midwife discuss your options for pain control during the labor and delivery with you?</b>	8.3%	36	0.557	High	22.6%	12.2%	25.8% *
<b>Q-/31. Did you have enough say about your pain control during labor and delivery?</b>	19.4%	36	0.472	High	28.6%	10.6%	25.8%
<b>Q-/32. How much anesthesia and pain medicine did you get during labor and delivery?</b>	22.2%	36	0.282	Med	19.7%	5.1%	14.5%
<b>Q-/33. Did a doctor, midwife or nurse tell you accurately how you would feel after your delivery?</b>	41.7%	36	0.409	Top	51.3%	30.6%	46.9%
<b>Q-/41. Did you get enough information about caring for the baby?</b>	13.9%	36	0.567	High	25.2%	13.5%	25.3%

\* Significantly different from OAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score $\geq$ 20% and corr. $\geq$ 0.4 High Priority: score $<$ 20% and corr. $\geq$ 0.4 Medium Priority: score $\geq$ 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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## 55th Medical Group - Offutt Air Force Base

### Adult Inpatient Survey - Overall Comparisons

<b>Overall Impression</b>	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Q7/4. How would you rate the courtesy of the staff who admitted you?</b>	2.1%	96	0.362	Low	5.0%	0.0%	6.3%
<b>Q13/10. How would you rate the courtesy of your doctors?</b>	6.3%	96	0.642	High	4.9%	0.8%	5.0%
<b>Q14/11. How would you rate the availability of your doctors?</b>	9.4%	96	0.628	High	11.2%	0.9%	11.4%
<b>Q19/16. How would you rate the courtesy of your nurses?</b>	4.2%	96	0.381	Low	6.9%	1.3%	8.5%
<b>Q20/17. How would you rate the availability of your nurses?</b>	8.3%	96	0.525	High	9.8%	5.4%	14.0%
<b>Q50/49. How would you rate how well the doctors and nurses worked together?</b>	6.3%	96	0.532	High	6.1%	0.0%	7.6%
<b>Q51/50. Overall, how would you rate the care you received at the hospital?</b>	5.2%	96	--	--	7.3%	0.8%	8.5%
<b>Q52/51. Would you recommend this hospital to your friends and family?</b>	34.4%	96	0.646	Top	36.1%	5.0%	26.1%

\* Significantly different from OAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score $\geq$ 20% and corr. $\geq$ 0.4 High Priority: score $<$ 20% and corr. $\geq$ 0.4 Medium Priority: score $\geq$ 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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## 55th Medical Group - Offutt Air Force Base

### Adult Inpatient Survey - Medicine Comparisons

<i><b>Dimensions</b></i>	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>All Dimensions Combined</b>	23.2%	27	0.705	Top	20.6%	14.5%	23.9%
<b>Respect for Patient Preferences</b>	22.2%	27	0.516	Top	21.1%	12.7%	22.7%
<b>Coordination of Care</b>	22.3%	27	0.489	Top	20.8%	14.0%	25.2%
<b>Information and Education</b>	20.9%	27	0.652	Top	24.3%	14.7%	28.3%
<b>Physical Comfort</b>	14.1%	27	0.489	High	8.9%	4.7%	10.1%
<b>Emotional Support</b>	24.1%	27	0.579	Top	24.3%	15.2%	28.3%
<b>Involvement of Family and Friends</b>	27.2%	27	0.621	Top	20.2%	11.4%	22.3%
<b>Continuity and Transition</b>	31.5%	27	0.677	Top	24.3%	17.2%	30.3%

\* Significantly different from OAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score $\geq$ 20% and corr. $\geq$ 0.4 High Priority: score $<$ 20% and corr. $\geq$ 0.4 Medium Priority: score $\geq$ 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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**55th Medical Group - Offutt Air Force Base**  
**Adult Inpatient Survey - Medicine Comparisons**

<b><i>Respect for Patient Preferences</i></b>	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Respect for Patient Preferences</b>	22.2%	27	0.516	Top	21.1%	12.7%	22.7%
<b>Q12/9. Did doctors talk in front of you as if you weren't there?</b>	14.8%	27	0.248	Low	16.2%	4.3%	16.1%
<b>Q18/15. Did nurses talk in front of you as if you weren't there?</b>	11.1%	27	-0.040	Low	11.0%	4.6%	14.6%
<b>Q22/19. Did you have enough say about your treatment?</b>	40.7%	27	0.434	Top	41.5%	27.5%	41.9%
<b>Q30/27. Did you feel like you were treated with respect and dignity while you were in the hospital?</b>	22.2%	27	0.700	Top	15.9%	6.6%	18.2%

\* Significantly different from OAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score  $\geq$  20% and corr.  $\geq$  0.4  
High Priority: score  $<$  20% and corr.  $\geq$  0.4  
Medium Priority: score  $\geq$  20% and corr.  $<$  0.4  
Low Priority: score  $<$  20% and corr.  $<$  0.4

## 55th Medical Group - Offutt Air Force Base

### Adult Inpatient Survey - Medicine Comparisons

<b>Coordination of Care</b>	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Coordination of Care</b>	22.3%	27	0.489	Top	20.8%	14.0%	25.2%
<b>Q2/-</b> . How organized was the care you received in the emergency room?	8.7%	23	0.235	Low	19.4%	7.8%	26.0%
<b>Q4/1</b> . How organized was the admission process?	14.8%	27	0.501	High	19.7%	10.3%	24.8%
<b>Q5/2</b> . Do you feel you had to wait an unnecessarily long time to go to your room?	40.7%	27	0.340	Med	23.2%	12.3%	35.5%
<b>Q8/5</b> . Was there one particular doctor in charge of your care in the hospital?	14.8%	27	0.248	Low	17.5%	1.3%	14.6%
<b>Q21/18</b> . Sometimes in the hospital, one doctor or nurse will say one thing and another will say something quite different. Did this happen to you?	25.9%	27	0.277	Med	18.2%	9.8%	21.6%
<b>Q29/26</b> . Were your scheduled tests and procedures performed on time?	29.6%	27	0.191	Med	27.1%	16.7%	30.6%

\* Significantly different from OAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score $\geq$ 20% and corr. $\geq$ 0.4 High Priority: score $<$ 20% and corr. $\geq$ 0.4 Medium Priority: score $\geq$ 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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## 55th Medical Group - Offutt Air Force Base

### Adult Inpatient Survey - Medicine Comparisons

<b>Information and Education</b>	<b>OAFB PROBLEM SCORE</b>	<b>OAFB NUMBER OF RESPONSES</b>	<b>CORRELATION W/ OVERALL SATISFACTION</b>	<b>PRIORITY FOR ACTION</b>	<b>MHS AVERAGE</b>	<b>PICKER TEACHING BENCHMARK</b>	<b>PICKER TEACHING AVERAGE</b>
Information and Education	20.9%	27	0.652	Top	24.3%	14.7%	28.3%
Q3/-. While you were in the emergency room, did you get enough information about your medical condition and treatment?	12.0%	25	0.388	Low	32.6%	26.5%	40.8% *
Q6/3. If you had to wait to go to your room, did someone from the hospital explain the reason for the delay?	11.1%	27	0.531	High	12.3%	5.2%	15.9%
Q9/6. When you had important questions to ask a doctor, did you get answers you could understand?	29.6%	27	0.589	Top	24.9%	13.0%	29.3%
Q15/12. When you had important questions to ask a nurse, did you get answers you could understand?	25.9%	27	0.380	Med	26.4%	9.1%	30.3%
Q28/25. Did a doctor or nurse explain the results of tests in a way you could understand?	25.9%	27	0.277	Med	27.9%	14.5%	31.1%

\* Significantly different from OAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score $\geq$ 20% and corr. $\geq$ 0.4 High Priority: score $<$ 20% and corr. $\geq$ 0.4 Medium Priority: score $\geq$ 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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## 55th Medical Group - Offutt Air Force Base

### Adult Inpatient Survey - Medicine Comparisons

<b>Physical Comfort</b>	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Physical Comfort</b>	14.1%	27	0.489	High	8.9%	4.7%	10.1%
<b>Q26/23. When you needed help getting to the bathroom, did you get it in time?</b>	22.2%	27	-0.061	Med	13.4%	9.8%	19.7%
<b>Q27/24. How many minutes after you used the call button did it usually take before you got the help you needed?</b>	0.0%	27		Low	2.8%	0.0%	4.0%
<b>Q35/38. How many minutes after you requested pain medicine did it usually take before you got it?</b>	11.1%	27	0.389	Low	5.3%	0.0%	4.9%
<b>Q36/39. Do you think that the hospital staff did everything they could to help control your pain?</b>	22.2%	27	0.591	Top	17.1%	5.5%	16.0%
<b>Q37/40. Overall, how much pain medicine did you get?</b>	14.8%	27	0.248	Low	5.9%	0.7%	5.9%

\* Significantly different from OAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score $\geq$ 20% and corr. $\geq$ 0.4 High Priority: score $<$ 20% and corr. $\geq$ 0.4 Medium Priority: score $\geq$ 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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## 55th Medical Group - Offutt Air Force Base

### Adult Inpatient Survey - Medicine Comparisons

<b><i>Emotional Support</i></b>	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Emotional Support</b>	24.1%	27	0.579	Top	24.3%	15.2%	28.3%
<b>Q10/7. If you had any anxieties or fears about your condition or treatment, did a doctor discuss them with you?</b>	22.2%	27	0.265	Med	23.7%	8.0%	28.2%
<b>Q11/8. Did you have confidence and trust in the doctors treating you?</b>	18.5%	27	0.604	High	22.0%	5.2%	21.7%
<b>Q16/13. If you had any anxieties or fears about your condition or treatment, did a nurse discuss them with you?</b>	18.5%	27	0.139	Low	29.7%	19.5%	34.7%
<b>Q17/14. Did you have confidence and trust in the nurses treating you?</b>	22.2%	27	0.483	Top	25.2%	13.0%	28.1%
<b>Q25/22. Was it easy for you to find someone on the hospital staff to talk to about your concerns?</b>	51.9%	27	0.501	Top	33.3%	16.9%	37.2%
<b>Q49/48. Did you get as much help as you wanted from someone on the hospital staff in figuring out how to pay your hospital bill?</b>	11.1%	27	0.103	Low	11.8%	3.9%	19.7%

\* Significantly different from OAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score $\geq$ 20% and corr. $\geq$ 0.4 High Priority: score $<$ 20% and corr. $\geq$ 0.4 Medium Priority: score $\geq$ 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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## 55th Medical Group - Offutt Air Force Base

### Adult Inpatient Survey - Medicine Comparisons

<b><i>Involvement of Family and Friends</i></b>	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Involvement of Family and Friends</b>	27.2%	27	0.621	Top	20.2%	11.4%	22.3%
<b>Q23/20. Did your family or someone else close to you have enough opportunity to talk to your doctor?</b>	40.7%	27	0.527	Top	27.0%	16.3%	29.8%
<b>Q24/21. How much information about your condition or treatment was given to your family or someone close to you?</b>	18.5%	27	0.371	Low	10.2%	3.4%	11.1%
<b>Q47/46. Did the doctors and nurses give your family or someone close to you all the information they needed to help you recover?</b>	22.2%	27	0.700	Top	23.3%	11.8%	26.2%

\* Significantly different from OAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score $\geq$ 20% and corr. $\geq$ 0.4 High Priority: score $<$ 20% and corr. $\geq$ 0.4 Medium Priority: score $\geq$ 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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## 55th Medical Group - Offutt Air Force Base

### Adult Inpatient Survey - Medicine Comparisons

<b><i>Continuity and Transition</i></b>	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Continuity and Transition</b>	31.5%	27	0.677	Top	24.3%	17.2%	30.3%
<b>Q43/42. Did someone on the hospital staff explain the purpose of the medicines you were to take at home in a way you could understand?</b>	12.5%	24	0.654	High	13.8%	7.1%	15.4%
<b>Q44/43. Did someone tell you about medication side effects to watch for when you went home?</b>	20.8%	24	0.500	Top	24.6%	15.2%	32.1%
<b>Q45/44. Did they tell you what danger signals about your illness or operation to watch for after you went home?</b>	37.0%	27	0.417	Top	28.1%	16.9%	34.4%
<b>Q46/45. Did they tell you when you could resume your usual activities, such as when to go back to work or drive a car?</b>	48.1%	27	0.476	Top	29.3%	20.9%	37.3%

\* Significantly different from OAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score $\geq$ 20% and corr. $\geq$ 0.4 High Priority: score $<$ 20% and corr. $\geq$ 0.4 Medium Priority: score $\geq$ 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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## 55th Medical Group - Offutt Air Force Base

### Adult Inpatient Survey - Medicine Comparisons

<b>Overall Impression</b>	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Q7/4. How would you rate the courtesy of the staff who admitted you?</b>	0.0%	27		Low	4.1%	0.0%	7.8%
<b>Q13/10. How would you rate the courtesy of your doctors?</b>	3.7%	27	0.294	Low	5.5%	0.0%	6.4%
<b>Q14/11. How would you rate the availability of your doctors?</b>	11.1%	27	0.389	Low	12.4%	2.7%	14.6%
<b>Q19/16. How would you rate the courtesy of your nurses?</b>	3.7%	27	0.057	Low	5.2%	0.0%	8.3%
<b>Q20/17. How would you rate the availability of your nurses?</b>	3.7%	27	0.057	Low	8.6%	3.5%	14.6%
<b>Q50/49. How would you rate how well the doctors and nurses worked together?</b>	7.4%	27	0.253	Low	5.9%	0.0%	8.8%
<b>Q51/50. Overall, how would you rate the care you received at the hospital?</b>	3.7%	27	--	--	6.8%	1.1%	9.4%
<b>Q52/51. Would you recommend this hospital to your friends and family?</b>	33.3%	27	0.789	Top	29.4%	10.4%	26.8%

\* Significantly different from OAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score $\geq$ 20% and corr. $\geq$ 0.4 High Priority: score $<$ 20% and corr. $\geq$ 0.4 Medium Priority: score $\geq$ 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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## 55th Medical Group - Offutt Air Force Base

### Adult Inpatient Survey - Surgery Comparisons

<b><i>Dimensions</i></b>	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>All Dimensions Combined</b>	14.8%	33	0.817	High	15.6%	11.8%	19.5%
<b>Respect for Patient Preferences</b>	14.4%	33	0.710	High	16.5%	9.2%	19.0%
<b>Coordination of Care</b>	12.3%	33	0.667	High	14.9%	8.6%	17.2%
<b>Information and Education</b>	13.0%	33	0.805	High	16.1%	11.5%	20.4%
<b>Physical Comfort</b>	12.1%	33	0.552	High	9.6%	4.0%	10.9%
<b>Emotional Support</b>	19.2%	33	0.743	High	19.2%	12.8%	23.5%
<b>Involvement of Family and Friends</b>	21.2%	33	0.648	Top	15.3%	8.7%	19.0%
<b>Continuity and Transition</b>	13.6%	33	0.774	High	17.6%	15.2%	25.4% *
<b>Surgery-Specific</b>	10.5%	31	0.366	Low	15.1%	11.7%	20.6% *

\* Significantly different from OAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score $\geq$ 20% and corr. $\geq$ 0.4 High Priority: score $<$ 20% and corr. $\geq$ 0.4 Medium Priority: score $\geq$ 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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## 55th Medical Group - Offutt Air Force Base

### Adult Inpatient Survey - Surgery Comparisons

<b><i>Respect for Patient Preferences</i></b>	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Respect for Patient Preferences</b>	14.4%	33	0.710	High	16.5%	9.2%	19.0%
<b>Q12/9. Did doctors talk in front of you as if you weren't there?</b>	6.1%	33	0.261	Low	9.4%	1.2%	11.4%
<b>Q18/15. Did nurses talk in front of you as if you weren't there?</b>	6.1%	33	0.288	Low	11.1%	3.2%	13.0%
<b>Q22/19. Did you have enough say about your treatment?</b>	30.3%	33	0.516	Top	29.4%	17.8%	33.7%
<b>Q30/27. Did you feel like you were treated with respect and dignity while you were in the hospital?</b>	15.2%	33	0.723	High	16.3%	5.7%	17.8%

\* Significantly different from OAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score $\geq$ 20% and corr. $\geq$ 0.4 High Priority: score $<$ 20% and corr. $\geq$ 0.4 Medium Priority: score $\geq$ 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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## 55th Medical Group - Offutt Air Force Base

### Adult Inpatient Survey - Surgery Comparisons

<b>Coordination of Care</b>	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Coordination of Care</b>	12.3%	33	0.667	High	14.9%	8.6%	17.2%
<b>Q2/-</b> . How organized was the care you received in the emergency room?	22.2%	9	0.775	Top	17.4%	20.8%	24.8%
<b>Q4/1</b> . How organized was the admission process?	15.2%	33	0.386	Low	18.0%	5.9%	17.9%
<b>Q5/2</b> . Do you feel you had to wait an unnecessarily long time to go to your room?	9.1%	33	0.518	High	11.1%	5.6%	18.5%
<b>Q8/5</b> . Was there one particular doctor in charge of your care in the hospital?	3.0%	33	0.288	Low	7.9%	0.7%	9.4%
<b>Q21/18</b> . Sometimes in the hospital, one doctor or nurse will say one thing and another will say something quite different. Did this happen to you?	18.2%	33	0.489	High	14.7%	3.7%	17.0%
<b>Q29/26</b> . Were your scheduled tests and procedures performed on time?	15.2%	33	0.489	High	21.6%	9.7%	23.2%

\* Significantly different from OAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score $\geq$ 20% and corr. $\geq$ 0.4 High Priority: score $<$ 20% and corr. $\geq$ 0.4 Medium Priority: score $\geq$ 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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## 55th Medical Group - Offutt Air Force Base

### Adult Inpatient Survey - Surgery Comparisons

<b>Information and Education</b>	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Information and Education	13.0%	33	0.805	High	16.1%	11.5%	20.4%
Q3/-. While you were in the emergency room, did you get enough information about your medical condition and treatment?	33.3%	9	0.924	Top	26.5%	27.3%	33.9%
Q6/3. If you had to wait to go to your room, did someone from the hospital explain the reason for the delay?	6.1%	33	0.569	High	5.1%	1.8%	9.2%
Q9/6. When you had important questions to ask a doctor, did you get answers you could understand?	15.2%	33	0.723	High	14.3%	6.5%	20.2%
Q15/12. When you had important questions to ask a nurse, did you get answers you could understand?	15.2%	33	0.383	Low	24.5%	13.0%	28.5%
Q28/25. Did a doctor or nurse explain the results of tests in a way you could understand?	12.1%	33	0.610	High	16.9%	7.8%	21.5%

\* Significantly different from OAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score $\geq$ 20% and corr. $\geq$ 0.4 High Priority: score $<$ 20% and corr. $\geq$ 0.4 Medium Priority: score $\geq$ 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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## 55th Medical Group - Offutt Air Force Base

### Adult Inpatient Survey - Surgery Comparisons

<b>Physical Comfort</b>	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Physical Comfort</b>	12.1%	33	0.552	High	9.6%	4.0%	10.9%
<b>Q26/23. When you needed help getting to the bathroom, did you get it in time?</b>	18.2%	33	0.386	Low	16.5%	7.8%	21.7%
<b>Q27/24. How many minutes after you used the call button did it usually take before you got the help you needed?</b>	6.1%	33	0.288	Low	3.7%	0.0%	4.3%
<b>Q35/38. How many minutes after you requested pain medicine did it usually take before you got it?</b>	12.1%	33	0.390	Low	4.8%	0.0%	3.8% *
<b>Q36/39. Do you think that the hospital staff did everything they could to help control your pain?</b>	15.2%	33	0.497	High	17.3%	4.1%	17.7%
<b>Q37/40. Overall, how much pain medicine did you get?</b>	9.1%	33	0.261	Low	5.8%	0.0%	7.0%

\* Significantly different from OAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score $\geq$ 20% and corr. $\geq$ 0.4 High Priority: score $<$ 20% and corr. $\geq$ 0.4 Medium Priority: score $\geq$ 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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## 55th Medical Group - Offutt Air Force Base

### Adult Inpatient Survey - Surgery Comparisons

<b><i>Emotional Support</i></b>	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Emotional Support</b>	19.2%	33	0.743	High	19.2%	12.8%	23.5%
<b>Q10/7. If you had any anxieties or fears about your condition or treatment, did a doctor discuss them with you?</b>	15.2%	33	0.723	High	13.0%	8.0%	19.3%
<b>Q11/8. Did you have confidence and trust in the doctors treating you?</b>	15.2%	33	0.723	High	12.0%	2.9%	12.2%
<b>Q16/13. If you had any anxieties or fears about your condition or treatment, did a nurse discuss them with you?</b>	24.2%	33	0.495	Top	26.3%	13.9%	30.9%
<b>Q17/14. Did you have confidence and trust in the nurses treating you?</b>	24.2%	33	0.586	Top	28.3%	13.2%	29.8%
<b>Q25/22. Was it easy for you to find someone on the hospital staff to talk to about your concerns?</b>	24.2%	33	0.586	Top	27.7%	13.3%	31.8%
<b>Q49/48. Did you get as much help as you wanted from someone on the hospital staff in figuring out how to pay your hospital bill?</b>	12.1%	33	0.270	Low	7.8%	3.8%	16.9%

\* Significantly different from OAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score $\geq$ 20% and corr. $\geq$ 0.4 High Priority: score $<$ 20% and corr. $\geq$ 0.4 Medium Priority: score $\geq$ 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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## 55th Medical Group - Offutt Air Force Base

### Adult Inpatient Survey - Surgery Comparisons

<b><i>Involvement of Family and Friends</i></b>	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Involvement of Family and Friends</b>	21.2%	33	0.648	Top	15.3%	8.7%	19.0%
<b>Q23/20. Did your family or someone else close to you have enough opportunity to talk to your doctor?</b>	30.3%	33	0.600	Top	20.8%	10.7%	24.4%
<b>Q24/21. How much information about your condition or treatment was given to your family or someone close to you?</b>	9.1%	33	0.390	Low	5.3%	1.1%	7.9%
<b>Q47/46. Did the doctors and nurses give your family or someone close to you all the information they needed to help you recover?</b>	24.2%	33	0.677	Top	19.6%	12.5%	24.8%

\* Significantly different from OAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score $\geq$ 20% and corr. $\geq$ 0.4 High Priority: score $<$ 20% and corr. $\geq$ 0.4 Medium Priority: score $\geq$ 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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## 55th Medical Group - Offutt Air Force Base

### Adult Inpatient Survey - Surgery Comparisons

<b><i>Continuity and Transition</i></b>	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Continuity and Transition</b>	13.6%	33	0.774	High	17.6%	15.2%	25.4% *
<b>Q43/42. Did someone on the hospital staff explain the purpose of the medicines you were to take at home in a way you could understand?</b>	6.7%	30	0.577	High	10.3%	4.0%	13.2%
<b>Q44/43. Did someone tell you about medication side effects to watch for when you went home?</b>	13.3%	30	0.755	High	21.8%	16.9%	29.3%
<b>Q45/44. Did they tell you what danger signals about your illness or operation to watch for after you went home?</b>	12.1%	33	0.646	High	18.6%	15.7%	28.0%
<b>Q46/45. Did they tell you when you could resume your usual activities, such as when to go back to work or drive a car?</b>	18.2%	33	0.696	High	18.9%	16.7%	30.0%

\* Significantly different from OAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score $\geq$ 20% and corr. $\geq$ 0.4 High Priority: score $<$ 20% and corr. $\geq$ 0.4 Medium Priority: score $\geq$ 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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## 55th Medical Group - Offutt Air Force Base

### Adult Inpatient Survey - Surgery Comparisons

<b><i>Surgery-Specific</i></b>	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Surgery-Specific</b>	10.5%	31	0.366	Low	15.1%	11.7%	20.6% *
<b>Q39/-. Did the surgeon explain the risks and benefits of the surgery in a way you could understand?</b>	3.2%	31		Low	7.1%	4.1%	12.0%
<b>Q40/-. Did the surgeon or any of your other doctors answer your questions about the surgery in a way you could understand?</b>	6.5%	31	-0.131	Low	8.2%	3.8%	13.3%
<b>Q41/-. Did a doctor or nurse tell you accurately how you would feel after surgery?</b>	29.0%	31	0.621	Top	31.4%	24.6%	38.4%
<b>Q42/-. Were the results of the surgery explained in a way you could understand?</b>	3.2%	31	-0.131	Low	13.6%	8.8%	18.7% *

\* Significantly different from OAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score $\geq$ 20% and corr. $\geq$ 0.4 High Priority: score $<$ 20% and corr. $\geq$ 0.4 Medium Priority: score $\geq$ 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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## 55th Medical Group - Offutt Air Force Base

### Adult Inpatient Survey - Surgery Comparisons

<b>Overall Impression</b>	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Q7/4. How would you rate the courtesy of the staff who admitted you?</b>	0.0%	33		Low	2.8%	0.0%	5.0%
<b>Q13/10. How would you rate the courtesy of your doctors?</b>	6.1%	33	0.569	High	1.6%	0.0%	3.6%
<b>Q14/11. How would you rate the availability of your doctors?</b>	9.1%	33	0.569	High	6.4%	0.0%	9.6%
<b>Q19/16. How would you rate the courtesy of your nurses?</b>	3.0%	33		Low	5.7%	1.0%	8.8%
<b>Q20/17. How would you rate the availability of your nurses?</b>	15.2%	33	0.723	High	9.9%	4.3%	15.0%
<b>Q50/49. How would you rate how well the doctors and nurses worked together?</b>	6.1%	33	0.503	High	4.1%	0.0%	7.2%
<b>Q51/50. Overall, how would you rate the care you received at the hospital?</b>	3.0%	33	--	--	4.9%	1.1%	8.6%
<b>Q52/51. Would you recommend this hospital to your friends and family?</b>	39.4%	33	0.628	Top	26.7%	5.9%	25.8%

\* Significantly different from OAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score $\geq$ 20% and corr. $\geq$ 0.4 High Priority: score $<$ 20% and corr. $\geq$ 0.4 Medium Priority: score $\geq$ 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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## 55th Medical Group - Offutt Air Force Base

### Adult Inpatient Survey - Childbirth Comparisons

<b><i>Dimensions</i></b>	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>All Dimensions Combined</b>	19.1%	36	0.885	High	25.6%	13.2%	22.7%
<b>Respect for Patient Preferences</b>	18.8%	36	0.816	High	26.5%	9.4%	22.1%
<b>Coordination of Care</b>	20.0%	36	0.638	Top	26.9%	9.6%	20.2%
<b>Information and Education</b>	20.8%	36	0.724	Top	23.9%	8.5%	19.4%
<b>Physical Comfort</b>	10.0%	36	0.822	High	13.1%	3.5%	11.2%
<b>Emotional Support</b>	19.4%	36	0.774	High	28.3%	12.7%	24.6%
<b>Involvement of Family and Friends</b>	26.9%	36	0.692	Top	29.6%	19.5%	26.7%
<b>Continuity and Transition</b>	16.7%	36	0.740	High	28.1% *	20.3%	31.1% *
<b>Childbirth-Specific</b>	20.4%	36	0.764	Top	28.1%	16.4%	25.7%

\* Significantly different from OAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score $\geq$ 20% and corr. $\geq$ 0.4 High Priority: score $<$ 20% and corr. $\geq$ 0.4 Medium Priority: score $\geq$ 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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## 55th Medical Group - Offutt Air Force Base

### Adult Inpatient Survey - Childbirth Comparisons

<b><i>Respect for Patient Preferences</i></b>	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Respect for Patient Preferences</b>	18.8%	36	0.816	High	26.5%	9.4%	22.1%
<b>Q12/9. Did doctors talk in front of you as if you weren't there?</b>	13.9%	36	0.642	High	15.4%	6.1%	16.2%
<b>Q18/15. Did nurses talk in front of you as if you weren't there?</b>	8.3%	36	0.463	High	15.2%	4.7%	16.3%
<b>Q22/19. Did you have enough say about your treatment?</b>	36.1%	36	0.602	Top	42.6%	15.5%	32.8%
<b>Q30/27. Did you feel like you were treated with respect and dignity while you were in the hospital?</b>	16.7%	36	0.827	High	33.0%	7.8%	22.8%

\* Significantly different from OAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score $\geq$ 20% and corr. $\geq$ 0.4 High Priority: score $<$ 20% and corr. $\geq$ 0.4 Medium Priority: score $\geq$ 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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## 55th Medical Group - Offutt Air Force Base

### Adult Inpatient Survey - Childbirth Comparisons

<b>Coordination of Care</b>	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Coordination of Care</b>	20.0%	36	0.638	Top	26.9%	9.6%	20.2%
<b>Q4/1. How organized was the admission process?</b>	22.2%	36	0.407	Top	27.2%	1.2%	21.0%
<b>Q5/2. Do you feel you had to wait an unnecessarily long time to go to your room?</b>	5.6%	36	0.410	High	16.1%	0.0%	12.9%
<b>Q8/5. Was there one particular doctor in charge of your care in the hospital?</b>	27.8%	36	0.182	Med	26.8%	5.3%	16.4%
<b>Q21/18. Sometimes in the hospital, one doctor or nurse will say one thing and another will say something quite different. Did this happen to you?</b>	25.0%	36	0.590	Top	36.1%	8.0%	28.7%
<b>Q29/26. Were your scheduled tests and procedures performed on time?</b>	19.4%	36	0.210	Low	28.6%	7.1%	21.8%

\* Significantly different from OAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score $\geq$ 20% and corr. $\geq$ 0.4 High Priority: score $<$ 20% and corr. $\geq$ 0.4 Medium Priority: score $\geq$ 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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## 55th Medical Group - Offutt Air Force Base

### Adult Inpatient Survey - Childbirth Comparisons

<b>Information and Education</b>	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Information and Education	20.8%	36	0.724	Top	23.9%	8.5%	19.4%
Q6/3. If you had to wait to go to your room, did someone from the hospital explain the reason for the delay?	2.8%	36	0.522	High	6.7%	0.0%	5.0%
Q9/6. When you had important questions to ask a doctor, did you get answers you could understand?	30.6%	36	0.478	Top	27.3%	10.0%	22.2%
Q15/12. When you had important questions to ask a nurse, did you get answers you could understand?	27.8%	36	0.531	Top	35.3%	7.1%	30.0%
Q28/25. Did a doctor or nurse explain the results of tests in a way you could understand?	22.2%	36	0.719	Top	26.2%	8.1%	20.4%

\* Significantly different from OAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score $\geq$ 20% and corr. $\geq$ 0.4 High Priority: score $<$ 20% and corr. $\geq$ 0.4 Medium Priority: score $\geq$ 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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## 55th Medical Group - Offutt Air Force Base

### Adult Inpatient Survey - Childbirth Comparisons

<b>Physical Comfort</b>	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Physical Comfort</b>	10.0%	36	0.822	High	13.1%	3.5%	11.2%
<b>Q26/23. When you needed help getting to the bathroom, did you get it in time?</b>	13.9%	36	0.268	Low	19.9%	7.3%	18.3%
<b>Q27/24. How many minutes after you used the call button did it usually take before you got the help you needed?</b>	2.8%	36	0.364	Low	3.2%	0.0%	3.7%
<b>Q35/38. How many minutes after you requested pain medicine did it usually take before you got it?</b>	8.3%	36	0.838	High	7.7%	0.0%	5.5%
<b>Q36/39. Do you think that the hospital staff did everything they could to help control your pain?</b>	13.9%	36	0.792	High	24.7%	5.9%	20.5%
<b>Q37/40. Overall, how much pain medicine did you get?</b>	11.1%	36	0.763	High	9.7%	1.4%	7.9%

\* Significantly different from OAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score $\geq$ 20% and corr. $\geq$ 0.4 High Priority: score $<$ 20% and corr. $\geq$ 0.4 Medium Priority: score $\geq$ 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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## 55th Medical Group - Offutt Air Force Base

### Adult Inpatient Survey - Childbirth Comparisons

<b><i>Emotional Support</i></b>	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Emotional Support</b>	19.4%	36	0.774	High	28.3%	12.7%	24.6%
<b>Q10/7. If you had any anxieties or fears about your condition or treatment, did a doctor discuss them with you?</b>	25.0%	36	0.470	Top	23.5%	11.5%	21.7%
<b>Q11/8. Did you have confidence and trust in the doctors treating you?</b>	19.4%	36	0.669	High	28.9%	5.3%	18.5%
<b>Q16/13. If you had any anxieties or fears about your condition or treatment, did a nurse discuss them with you?</b>	25.0%	36	0.470	Top	32.6%	10.6%	28.3%
<b>Q17/14. Did you have confidence and trust in the nurses treating you?</b>	16.7%	36	0.410	High	36.6%	10.6%	31.2%
<b>Q25/22. Was it easy for you to find someone on the hospital staff to talk to about your concerns?</b>	27.8%	36	0.705	Top	40.0%	16.6%	32.9%
<b>Q49/48. Did you get as much help as you wanted from someone on the hospital staff in figuring out how to pay your hospital bill?</b>	2.8%	36	0.522	High	8.4%	3.4%	14.6%

\* Significantly different from OAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score $\geq$ 20% and corr. $\geq$ 0.4 High Priority: score $<$ 20% and corr. $\geq$ 0.4 Medium Priority: score $\geq$ 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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## 55th Medical Group - Offutt Air Force Base

### Adult Inpatient Survey - Childbirth Comparisons

<b><i>Involvement of Family and Friends</i></b>	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Involvement of Family and Friends</b>	26.9%	36	0.692	Top	29.6%	19.5%	26.7%
<b>Q23/20. Did your family or someone else close to you have enough opportunity to talk to your doctor?</b>	33.3%	36	0.540	Top	35.5%	16.3%	29.9%
<b>Q24/21. How much information about your condition or treatment was given to your family or someone close to you?</b>	11.1%	36	0.763	High	9.6%	0.9%	8.8%
<b>Q47/46. Did the doctors and nurses give your family or someone close to you all the information they needed to help you recover?</b>	36.1%	36	0.439	Top	43.7%	30.3%	41.0%

\* Significantly different from OAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score $\geq$ 20% and corr. $\geq$ 0.4 High Priority: score $<$ 20% and corr. $\geq$ 0.4 Medium Priority: score $\geq$ 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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## 55th Medical Group - Offutt Air Force Base

### Adult Inpatient Survey - Childbirth Comparisons

<b><i>Continuity and Transition</i></b>	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Continuity and Transition</b>	16.7%	36	0.740	High	28.1% *	20.3%	31.1% *
<b>Q43/42. Did someone on the hospital staff explain the purpose of the medicines you were to take at home in a way you could understand?</b>	14.7%	34	0.561	High	18.9%	6.4%	15.8%
<b>Q44/43. Did someone tell you about medication side effects to watch for when you went home?</b>	20.6%	34	0.529	Top	32.3%	23.4%	33.2%
<b>Q45/44. Did they tell you what danger signals about your illness or operation to watch for after you went home?</b>	11.1%	36	0.763	High	29.5%	16.0%	34.4% *
<b>Q46/45. Did they tell you when you could resume your usual activities, such as when to go back to work or drive a car?</b>	22.2%	36	0.657	Top	31.0%	12.7%	36.0%

\* Significantly different from OAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score $\geq$ 20% and corr. $\geq$ 0.4 High Priority: score $<$ 20% and corr. $\geq$ 0.4 Medium Priority: score $\geq$ 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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## 55th Medical Group - Offutt Air Force Base

### Adult Inpatient Survey - Childbirth Comparisons

<b>Childbirth-Specific</b>	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Childbirth-Specific</b>	20.4%	36	0.764	Top	28.1%	16.4%	25.7%
<b>Q-/29. Did your doctor or midwife answer your questions about the delivery in a way you could understand?</b>	16.7%	36	0.549	High	20.9%	8.0%	15.9%
<b>Q-/30. Did your doctor or midwife discuss your options for pain control during the labor and delivery with you?</b>	8.3%	36	0.557	High	22.6%	12.2%	25.9% *
<b>Q-/31. Did you have enough say about your pain control during labor and delivery?</b>	19.4%	36	0.472	High	28.6%	10.6%	25.9%
<b>Q-/32. How much anesthesia and pain medicine did you get during labor and delivery?</b>	22.2%	36	0.282	Med	19.7%	5.1%	14.5%
<b>Q-/33. Did a doctor, midwife or nurse tell you accurately how you would feel after your delivery?</b>	41.7%	36	0.409	Top	51.3%	30.6%	47.0%
<b>Q-/41. Did you get enough information about caring for the baby?</b>	13.9%	36	0.567	High	25.2%	13.5%	25.3%

\* Significantly different from OAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score $\geq$ 20% and corr. $\geq$ 0.4 High Priority: score $<$ 20% and corr. $\geq$ 0.4 Medium Priority: score $\geq$ 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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## 55th Medical Group - Offutt Air Force Base

### Adult Inpatient Survey - Childbirth Comparisons

<b>Overall Impression</b>	OAFB PROBLEM SCORE	OAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
<b>Q7/4. How would you rate the courtesy of the staff who admitted you?</b>	5.6%	36	0.523	High	7.8%	0.0%	6.5%
<b>Q13/10. How would you rate the courtesy of your doctors?</b>	8.3%	36	0.838	High	7.2%	0.0%	5.2%
<b>Q14/11. How would you rate the availability of your doctors?</b>	8.3%	36	0.838	High	14.5%	1.9%	10.3%
<b>Q19/16. How would you rate the courtesy of your nurses?</b>	5.6%	36	0.636	High	10.0%	1.1%	8.5%
<b>Q20/17. How would you rate the availability of your nurses?</b>	5.6%	36	0.636	High	12.1%	2.2%	11.5%
<b>Q50/49. How would you rate how well the doctors and nurses worked together?</b>	5.6%	36	0.749	High	8.7%	0.0%	7.2%
<b>Q51/50. Overall, how would you rate the care you received at the hospital?</b>	8.3%	36	--	--	10.8%	0.0%	7.2%
<b>Q52/51. Would you recommend this hospital to your friends and family?</b>	30.6%	36	0.591	Top	51.8%	5.9%	27.3%

\* Significantly different from OAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score $\geq$ 20% and corr. $\geq$ 0.4 High Priority: score $<$ 20% and corr. $\geq$ 0.4 Medium Priority: score $\geq$ 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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